



# **PHILIPPINE STATISTICAL RESEARCH AND TRAINING INSTITUTE**

## **CITIZEN'S CHARTER** 2021 (2<sup>nd</sup> Edition)

**I. Mandate:**

The Philippine Statistical Research and Training Institute (PSRTI) by virtue of Republic Act No. 10625 or the Philippine Statistical Act of 2013, is mandated to conduct high quality, objective and responsive statistical research and training for the improvement of the quality of statistical information generated by the country's statistical system. In undertaking its research function, PSRTI collaborates with the academe, data producers, and data users. Its non-degree training programs are designed to upgrade the quality of the statistics human resource base in the country. Finally, PSRTI is the repository of all statistical researches and studies generated by the Philippine Statistics Authority (PSA), and is tasked to back up files of data archives and other statistical databases of the Philippine Statistical System (PSS).

**II. Vision:**

We envision PSRTI as a leading statistical and training institute, taking a significant role in the development of a Philippine Statistical System that is characterized by independence, objectivity, and integrity.

**III. Mission:**

It is our mission to upgrade the quality of statistics generated by the Philippine Statistical System through the conduct of high quality, timely, and responsive research and training.

**IV. Service Pledge:**

PSRTI commits to its mandated functions in the Philippine Statistical System which focuses on the upgrading of researches and training courses on statistical concepts, definitions, theories, and methodologies characterized by independence, objectivity, and integrity. Anchored on the achievement and sustainability of high-quality research and training services rendered in a Professional, Service-Oriented, Responsive, Team-Based, and with Integrity, it is manifested in the following parameters:

- Strategic planning, monitoring and evaluation of programs, projects and activities of the Institute
- Provide Quality Research Outputs
- Offering and Implementation of Quality Training Courses
- Systematic knowledge management and administrative support to research and training services

We commit to comply in the delivery of the above services in accordance with the CSC Memorandum Circular No. 25 series of 2001 and to the provisions of R.A. 11032 Section 21, letter f, stating that "all applicants or requesting parties who are within the premises of PSRTI prior to the end of official working hours and during lunch break shall be attended to".

## V. LIST OF SERVICES

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## **Office of the Executive Director**

### **External/Internal Services**



## 1) Communication Control Procedure

The purpose of this procedure is to control the receiving, rendering of appropriate actions, and releasing of internal communication (information being circulated/processed within the organization) and external communication (information coming from outside organizations).

<b>Office or Division:</b>	Office of the Executive Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Routing Slip – one (1) copy		Office of the Executive Director		
Documents that need actions by the Executive Director (depending on the need of the client)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the external or internal communication document with attached Routing Slip to the Office of the Executive Director	1.1 Receive the internal communication document from divisions/ staff with attached Routing Slips	None	3 minutes	<i>Administrative Assistant III</i> Office of the Executive Director
	Receive the external communication document from external clients with attached Routing Slip			<i>Administrative Aide IV</i> Office of the Executive Director
	1.2 Record the transaction in the Incoming Internal Communication Logbook	None	5 minutes	<i>Administrative Assistant III</i> Office of the Executive Director
	Record the transaction in the Incoming External Communication Logbook			<i>Administrative Aide IV</i> Office of the Executive Director

	1.3 Forward the received document to the Planning Officer II	None	3 minutes	<i>Administrative Assistant III or Administrative Aide IV</i> Office of the Executive Director
	1.4 Review, sort and evaluate the completeness and correctness of the document and attachments	None	10 minutes	<i>Planning Officer II</i> Office of the Executive Director
	1.5 Return the incomplete document to the respective divisions/staff	None	5 minutes	<i>Planning Officer II</i> Office of the Executive Director
	1.6 Endorse the complete document to the Executive Director for appropriate actions	None	3 minutes	<i>Planning Officer II</i> Office of the Executive Director
	1.7 Render appropriate actions on the submitted document	None	4 hours	<i>Executive Director III</i> Office of the Executive Director
	1.8 Return the document to the Planning Officer II	None	3 minutes	<i>Executive Director III</i> Office of the Executive Director

	1.9 Review and release the document to the concerned administrative staff	None	5 minutes	<i>Planning Officer II</i> Office of the Executive Director
2. Receive the internal communication document or external communication document from the Office of the Executive Director	2.1 Release the document to the concerned division/staff	None	5 minutes	<i>Administrative Assistant III</i> Office of the Executive Director
	2.2 Log the transaction in the Outgoing Internal/External Communication Logbook		5 minutes	<i>Administrative Assistant III</i> Office of the Executive Director
<b>TOTAL:</b>		None	4 Hours and 47 Minutes	



## **Finance and Administrative Division**

### **External/Internal Services**



## 2) Disbursement of Payables

Ensure that payments are authorized, reviewed, and approved with complete supporting documents, processed correctly and released within the prescribed period.

<b>Office or Division:</b>	Cashier Finance and Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card – one (1) government issued ID Authorization Letter – one (1) copy if claimed by a representative and one (1) photocopy of valid ID of both parties		Government offices or private institutions		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for money claims	1. Verify if vouchers are duly signed by the authorized signatories and approved by the Head of the Agency	None	5 minutes	Cashier Finance and Administrative Division
	1.1 Prepare checks or List of Due and Demandable Accounts Payable-Advice to Debit Accounts (LDDAP-ADA)	None	10 minutes	
	1.2 Prepare Financial Data Entry System (FINDES)	None	15 minutes	
	1.3 Prepare Advice of Checks Issued (ACIC) and Cancelled for all check and LDDAP ADA issued	None	15 minutes	

2. Receive the ACIC, LLDAP-ADA, FINDES and Flash Drive	<p>2. Submit the required documents to the Land Bank of the Philippines (LBP)</p> <p><b>Note:</b> For checks, ACIC shall be required to be submitted while FINDES and LDDAP-ADA are required for LDDAP transactions</p> <p>Payments made through LDDAP-ADA will be added to payees account a day after submission of ACIC to the bank. In some cases, wherein the payees' account is from other LBP branches it takes 3 to 4 days before said amount will be added to the payees' account</p>	None	15 minutes	Cashier Finance and Administrative Division
3. Follow up of payment	4. Inform the creditors that payments have been made thru LDDAP-ADA	None	5 minutes	Cashier Finance and Administrative Division
	<p>3.1 Inform the clients on the availability of the checks</p> <p><b>Note:</b> Check transactions can be made the day after submission of ACIC</p>	None	5 minutes	Cashier Finance and Administrative Division





5. Present a valid ID/ Authorization Letter	6. Issue the check and ensure that vouchers are signed by the payees	None	5 minutes	Cashier Finance and Administrative Division
7. Acknowledge the receipt of check by signing the voucher and Warrant Register Logbook	8. Ask for Official Receipt before issuing the check	None	2 minutes	Cashier Finance and Administrative Division
Total:		None	1 Hour and 17 Minutes	



## **Knowledge Management Division**

### **External/Internal Services**

### 3) Library Services

The Library was established primarily to serve as a source of information for PSRTI's employees and clients in conducting researches and training activities. The Library is open to all users from private institutions, non-government organizations and students, to provide source that includes books, government publications, technical journals, research studies, theses and dissertations.

<b>Office or Division:</b>	Knowledge Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	All Interested Parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid government, company and school issued Identification Card – one (1) copy		Government office, company and school		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the library	1. Hand over the Library User Logbook	None	1 Minute	<i>Librarian</i> Knowledge Management Division
2. Log in to the Library User Logbook	2. None	None	2 Minutes	<i>Client</i>
3. Present a valid ID to the Librarian	3. Give the Library Membership Form upon validation of the ID	None	2 Minutes	<i>Librarian</i> Knowledge Management Division
4. Fill out the Library Membership Form and return the form to the Librarian for encoding	4. Encode the details on the Library Membership Form to the Library System	None	10 Minutes	<i>Client</i> <i>Librarian</i> Knowledge Management Division
5. None	5. Fill out and print the member's Library Card	None	5 Minutes	<i>Librarian</i> Knowledge Management Division



6. Acknowledge receipt of Library Card by signing on the Library Card Logbook	6. Issue the Library Card to the member	None	5 Minutes	Librarian Knowledge Management Division
Total:		None	25 Minutes	

## **Finance and Administrative Division External/Internal Services**



#### 4) Recruitment, Selection, and Placement

These guidelines on hiring and selection establish a career service, ensure and promote the Constitutional Mandate that appointments in the Civil Service shall be made only in accordance to merit and fitness on Item B, Section 2 (2), Article IX of the 1987 Constitution of the Republic of the Philippines.

<b>Office or Division:</b>	Finance and Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Interested individuals who meet the qualification requirements of the vacant position.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter indicating the position being applied for and the Division where the vacancy is – one (1) original copy		Applicant		
Fully accomplished and notarized Personal Data Sheet – four (4) pages with recent passport-sized picture (CS Form No. 212, Revised 2017) Work Experience Sheet - one (1) original and four (4) photocopy		CSC Website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )		
Performance rating in the last rating period (if applicable) – one (1) photocopy		Applicant		
Certificate of Training and Employment (if any) – one (1) photocopy		Employer		
Certificate of Eligibility/Rating/License – one (1) photocopy		CSC and/or Philippine Regulatory Commission		
Transcript of Records and Diploma – one (1) photocopy		Reputable school/institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Announce or request for publication of vacant positions for at least 10 calendar days with the following:	None	5 minutes	HRMO Finance and Administrative Division



	a. CSC Field Office b. PSRTI (website and bulletin board)  1.1 Issue a Notice of Vacancy to next-in-rank employees	None	5 minutes	HRMO Finance and Administrative Division
2. Send application and the required documents	2. Pre-screen each applicant and include in the list of qualified candidates	None	30 minutes	HRMO Finance and Administrative Division
3. Take the exam and undergo the initial screening and evaluation of application	3. Assess the qualified applicant and administer the examination of applicants	None	4 hours	HRMO Finance and Administrative Division
	3.1 Evaluate the oral presentation skills (for positions with Salary Grade 16 and above) and	None	15 minutes	HRMPSB
	3.2 Conduct of panel interview	None	1 hour	HRMPSB
4. None	4. Prepare the report on the ranking of applicants and identify the top five ranking of applicants	None	4 hours	HRMO Finance and Administrative Division



	4.1 Submit the selection report to the Executive Director	None	1 minute	HRMO Finance and Administrative Division
5. None	5. Select the successful candidate from the list of top five (5) qualified applicants	None	1 day	Exec. Director III Office of the Executive Director
	5.1 Sign the appointment papers prepared by the HRMO	None	1 minute	Exec. Director III Office of the Executive Director
6. Submit the requirements	6. Notify the applicants in writing of the results of the examination and interview	None	15 minutes	HRMO Finance and Administrative Division
	6.1 Assess the completeness and authenticity of the documents submitted by the selected candidate	None	30 minutes	HRMO Finance and Administrative Division
	Report to the Office to assume the position	None	5 minutes	HRMO Finance and Administrative Division
	6.2 Post the Notice of Hiring in three (3) conspicuous places in the PSRTI for at least 15 calendar days	None		



	6.3 Certify Assumption to Duty	None	5 minutes	HRMO Finance and Administrative Division
	6.4 Prepare documents and administer the oath-taking ceremony	None	30 minutes	HRMO Finance and Administrative Division
7. Attend the orientation for newly-hired employee	7. Conduct the orientation	None	1 hour	HRMO Finance and Administrative Division
8. None	8. Prepare the Report on Appointments Issued within 30 days from the date of appointment	None	10 minutes	HRMO Finance and Administrative Division
	8.1 Submit the other required documents to CSCFO-QCG on or before the 30 <sup>th</sup> day of the succeeding month	None	5 minutes	HRMO Finance and Administrative Division
Total:		None	1 Day 12 Hours and 37 Minutes	



## **Research Division**

### **External Services**



## 5) Researches

As the research and training arm of the Philippine Statistical System, the PSRTI is mandated to conduct high quality, timely, and responsive researches for the betterment of the Philippine Statistical System. In this view, the PSRTI welcomes commissions from other agencies that may need assistance or partnership in conducting researches that will help in the development, evaluation, or monitoring of their plans, policies, and programs.

<b>Conduct of Commissioned Researches</b>				
Different agencies and institutions nationwide of the Philippine Statistical System commissioned PSRTI to conduct their target research projects such as those involving surveys and creation of statistical frameworks. This service information is helpful to an institution aiming to commission PSRTI in the conduct of their research involving nationwide surveys with an approximate of 30,000 respondents.				
<b>Office or Division:</b>	Research Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	Agencies under the Philippine Statistical System			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request – one (1) copy, original/scanned		Requesting Agency		
Terms of Reference - one (1) copy, original/scanned (containing the project fund, responsibilities of PSRTI, and the required deliverables of the project)		Requesting Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for undertaking a research project by sending a letter of request and the terms of reference to the office of the executive director	1.1 Acknowledge receipt of Letter of Request	None	1 day	<i>Executive Assistant of the Executive Director, Office of the Executive</i>
	1.2 Deliver agency response to the requesting body	None	2 days	
	1.3 Shall submit documents needed by the requesting body (e.g. proposal, certification, etc.)	None	10 days	
2. Draft and send the Memorandum of Agreement (MOA) Draft and send the Memorandum of	2. Review the MOA and send comments to the requesting body	None	2 days	<i>Chief Statistical Specialist Research Division</i>

Agreement (MOA) to the Chief Statistical Specialist of the Research Division				
3. Finalize and sign the MOA	3.1 Sign the MOA	None	1 day	Chief Statistical Specialist Research Division
	3.2 Submit the required documents per MOA to request the initial transfer of fund	None	5 days	
	3.3 Submit Research Work plan/Inception Report	None	5 days	
4. Transfer the fund to PSRTI's account through the Finance and Admin Division of PSRTI	(Implement the Research Work Plan)	None		Chief Statistical Specialist Research Division
	4.1 Literature Review	None	10 days	
	4.2 Consultation with stakeholders	None	10 days	
	4.3 Construction of the framework	None	10 days	
	4.4 Construction of questionnaires	None	10 days	
	4.5 Pretest and other preparatory activities	None	5 days	
	4.6 Training of Field Teams	None	1 month	
	4.7 Data Collection (20-page questionnaire, 1-hour interview)	None	3 months	
		None	1 month	





	4.8 Data Validation and Cleaning	None	10 days	
	4.9 Analysis of data	None	10 days	
	4.10 Technical Report Writing			
5. Issue certificate of acceptance of the outputs and/or of completion and fill out customer satisfaction form, upon completion of the project, and submit to the project coordinator	5. Acknowledge receipt of the certificates and the customer satisfaction form	None	1 day	<i>Project Coordinator Research Division</i>
TOTAL:		None	9 Months and 4 Days	

***Commissioned Research under the multi-stage processing***

## Conduct of Commissioned Research

Limited in scope, different agencies and institutions of the Philippine Statistical System commissioned PSRTI to conduct their target research projects such as those involving surveys and creation of statistical frameworks. This service information is helpful to an institution aiming to commission PSRTI in the conduct of their research involving surveys on selected regions of the country with an approximate of 10,000 respondents.

<b>Office or Division:</b>	Research Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	Agencies under the Philippine Statistical System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request- one (1) copy, original/ scanned)		Requesting Agency		
Terms of Reference – one (1) copy, original/scanned) containing the project fund, responsibilities of PSRTI, and the required deliverables of the project		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for undertaking a research project by sending a letter of request and the terms of reference to the office of the Executive Director	1.1 Acknowledge receipt of letter of request	None	1 day	<i>Planning Officer</i> Office of the Executive Director
	1.2 Deliver agency response to the requesting body	None	2 days	
	1.3 Shall submit documents needed by the requesting body (e.g. proposal, certification, etc.)	None	10 days	
2. Draft and send the Memorandum of Agreement (MOA)	2. Review the MOA and send comments to the requesting body	None	2 days	<i>Chief Statistical Specialist</i> Research Division
3. Finalize and sign the MOA	3.1 Sign the MOA 3.2 Submit the required documents per MOA to request the initial transfer of fund	None	1 day 5 days	<i>Chief Statistical Specialist</i> Research Division
	3.3 Submit Research Work		5 days	

	plan/Inception Report			
4. Transfer the fund to PSRTI's account through the Finance and Admin Division of PSRTI	(Implement the research work plan) 4.1 Literature Review 4.2 Consultation with stakeholders 4.3 Construction of the framework 4.4 Construction of questionnaires 4.5 Pretest and other preparatory activities 4.6 Training of Field Teams 4.7 Data Collection (20-page questionnaire, 1-hour interview) 4.8 Data Validation and Cleaning 4.9 Analysis of data 4.10 Technical Report Writing	None  None None None None None None None None None None	  10 days 10 days 10 days 10 days 5 days 10 days 2 months  10 days 10 days 10 days	<i>Chief Statistical Specialist Research Division</i>
5. Issue certificate of acceptance of the outputs and/or of completion and fill out customer satisfaction form, upon completion of the project, and submit to the project coordinator.	5 Acknowledge receipt of the certificates and the customer satisfaction form	None	1 day	<i>Project Coordinator Research Division</i>
TOTAL:		None.	7 Months and 2 Days	

***Commissioned Research under the multi-stage processing***



## 6) Research Grant Program

An assistance program designed to provide financial support to agencies in their conduct of research. This assistance program is made available primarily to support quality research for the Philippine Statistical System.				
<b>Office or Division:</b>	Research Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	Agencies under the Philippine Statistical System			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Application – one (1) copy, original/scanned		From the Applicant		
Proposal – one (1) copy, original/scanned		From the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application and the proposal to the Chief Statistical Specialist of the Research Division	1.1 Acknowledge receipt of application	None	1 day	Chief Statistical Specialist Research Division
	1.2 Evaluate the application	None	10 days	
	1.3 Send letter of acceptance/regret	None	1 days	
	1.4 Create the MOA	None	3 days	
2. Sign and send the signed MOA to the Chief Statistical Specialist of the Research Division	2. Sign the MOA	None	2 days	Chief Statistical Specialist Research Division
3. Request initial tranche and submit initial documents per MOA to the Statistical Specialist II of the Research Division	3. Transfer initial tranche	None	7 days	Statistical Specialist II Research Division
4. Conduct the research, send progress report and preliminary outputs per contract, and request second tranche of payment	4. Transfer second tranche of payment	None	10 days	Statistical Specialist II Research Division



from the Statistical Specialist II of the Research Division				
5. Submit final research paper to the Statistical Specialist II of the Research Division, present paper in two conferences, submit needed documents per contract to the Statistical Specialist II of the Research Division, and request last tranche of payment from the Statistical Specialist II of the Research Division	5.1 Transfer last tranche of payment  5.2 Issue certificate of completion and send the customer satisfaction form and the complaint form	None  None	10 days  1 day	<i>Statistical Specialist II</i> Research Division
6. Fill out customer satisfaction form and/or complaint form sent by the Statistical Specialist II of the Research Division, upon completion of the contract, and submit to the same upon completion.	6. Acknowledge receipt of the forms	None	1 day	<i>Statistical Specialist II</i> Research Division
TOTAL:		None	46 days	

***Research Grant under the multi-stage processing***



## 7) Thesis and Dissertation Grant Program

An assistance program designed to provide financial support to students taking up masters and doctorate programs in Statistics to facilitate completion of their thesis or dissertation. This assistance program is made available primarily to upgrade the overall quality of statistical manpower in the country.

<b>Office or Division:</b>	Research Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	GTC – Government to Citizen
<b>Who may avail:</b>	<p>All students who have satisfied the following:</p> <ol style="list-style-type: none"> <li>1. Must be enrolled either in a masters or doctorate statistics program from a university or college in the Philippines or a graduate student of any course but whose research topic addresses one of the current Philippine Statistical Development Plans (PSDPs);</li> <li>2. Has completed the academic requirements of his/her study;</li> <li>3. Has a thesis/dissertation proposal which has passed the required thesis/dissertation proposal defense; and</li> <li>4. Research work is programmed to be completed within a period of one (1) semester if working on a thesis and two (2) semesters if dissertation.</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished application form (TDGP Application Form Revised 2019) – one (1) copy, original/scanned	PSRTI Website Research Division thesisdissertation.grant@psrti.gov.ph; tdgp.psrti@gmail.com
Application Letter indicating the data to be used in the study, if any, duly noted by his/her adviser – one (1) copy, original/scanned	From the Applicant
Endorsement letter issued by the Dean/Director of the education institution where the applicant is enrolled for his/her study – one (1) copy, original/scanned	Office of the graduate program in the school/university of the applicant
Copy of the approved thesis/dissertation proposal/outline covering introduction, review of related literature and methodology – one (1) copy, original/scanned	Office of the graduate program in the school/university of the applicant
Proposal defense approval sheet signed by the adviser and panel members and containing the comments of the panel members that will serve as guide in revising the proposal/outline and as proof for passing the thesis/dissertation proposal defense. This document usually includes	Office of the graduate program in the school/university of the applicant



revision of direction of the study – one (1) copy, original/scanned	
Timetable of Research Work Program – one (1) copy, original/scanned	From the Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send application and the required documents through email to <a href="mailto:thesisdissertation.grant@psrti.gov.ph">thesisdissertation.grant@psrti.gov.ph</a> or personally to any research division staff.	1.1 Acknowledge receipt of application	None	1 day	<i>Monitoring Committee Member</i> Research Division
	1.2 Evaluate the applicants	None	10 days	
	1.3 Send letter of acceptance/regret	None	1 days	
	1.4 Create the contract	None	3 days	
2. Sign and send submit the signed contract to any member of the monitoring committee.	2. Sign the contract	None	2 days	<i>Monitoring Committee Member</i> Research Division
3. Request initial tranche from any member of the monitoring committee through a letter	3. Transfer initial tranche	None	7 days	<i>Monitoring Committee Member</i> Research Division
4. Conduct the research, send progress report and preliminary outputs per contract, and request second tranche of payment from any member of the monitoring committee	4. Transfer second tranche of payment	None	10 days	<i>Monitoring Committee Member</i> Research Division
5. Submit final research paper, present paper in two conferences, submit needed documents per contract, and	5.1 Transfer last tranche of payment	None	10 days	<i>Monitoring Committee Member</i> Research Division
	5.2 Issue certificate of			

request last tranche of payment from any member of the monitoring committee	completion and send the customer satisfaction form and the complaint form			
6. Fill out customer satisfaction form and/or complaint form sent by the monitoring committee, upon completion of the contract and submit to any member of the monitoring committee	6. Acknowledge receipt of the forms	None	1 day	<i>Monitoring Committee Member</i> Research Division
TOTAL:		None	45 Days	

***Thesis and Dissertation Grant Program under the multi-stage processing***



## **Training Division External Services**

## 8) Regular and Customized Training Courses

The PSRTI conducts non-degree training programs to upgrade the quality of statistical personnel and expand the statistics manpower in support of the needs of the Philippine Statistical System. This shall be done through the offering of two types of training courses: Regular Training and Customized Training.

### 8.1 Response to Request for Customized Training Course

Agencies, institutions, or offices that wish to hold PSRTI training courses, or special statistics courses, exclusively for their identified participants, at their own preferred schedule, may request for a Customized Training Course (CTC).

CTCs incorporate client-agency data into the PSRTI training modules and may utilize existing PSRTI or newly developed modules based on the statistical needs of the requesting party. The duration of a customized training course may range from 4 days to a series of 4-6 day training modules, based on the requirements of the proponent agency. The PSRTI will conduct the training course to agreed terms and conditions including payment of appropriate fees.

<b>Office or Division:</b>	Training Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	Government Offices or Private Institutions

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request – one (1) original or scanned copy			Requesting Agency/Proponent	
2. Exploratory meeting to discuss training needs and requirements			Organized in coordination with the PSRTI Training Division	
3. Memorandum of Agreement/Understanding (for Government Offices) or Contract of Service (for Private Offices) – at least three (3) original copies signed and notarized			PSRTI Training Division and Requesting Office Collaboration	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Executive Director through the Chief Statistical Specialist of the Training Division through email or physical letter. Letter must contain at least the	1. Acknowledge receipt of the request	None	30 minutes	Chief Statistical Specialist or Supervising Statistical Specialist Training Division



following information				
1.1 Statistical capacity building services needed 1.2 Expected outcome of the training courses 1.3 Number of participants (minimum of 15, maximum of 30 per class) 1.4 Preferred Venue 1.5 Preferred Schedule 1.6 Accommodation arrangements (optional) 1.7 Contact Persons	1.1 Conduct initial review and coordinate a meeting with the requesting agency	None	3 hours	Chief Statistical Specialist or Supervising Statistical Specialist Training Division
2. Attend the exploratory meeting to discuss the training requirements and arrangements	2. Discuss the training needs, number of modules to be conducted, number of participants, venue, schedule, accommodations, initial costing, and other institutional arrangements	None	1 day	Requesting Agency, Training Division
	2.1 Finalize training request and prepare Minutes of the Meeting	None	1 day	Training Division
	2.2 Prepare cost estimate or training	None	10 days	Chief Statistical Specialist Training Division



	inception report for the Customized Training Course			
	2.3 Approve cost estimate and training inception report	None	1 day	<i>Executive Director PSRTI</i>
	2.4 Submit (Email and via messenger) the approved cost estimate or inception report to the proponent for approval	None	3 hours	<i>Supervising Statistical Specialist or Senior Statistical Specialist Training Division</i>
3. Review and approve the proposed cost estimate or inception report. Communicate approval to the Training Division via email or messenger.	3. Upon receipt of approval of cost estimate/ inception report, and based on the agreement with the proponent, draft a Memorandum of Agreement (MOA) or Contract of Service (COS) as applicable	None	3 days	<i>Supervising Statistical Specialist or Senior Statistical Specialist Training Division</i>
	3.1 Review the prepared contract	None	2 days	<i>Chief Statistical Specialist Training Division</i>
	3.2 Review and approve the contract	None	1 day	<i>Executive Director PSRTI</i>
	3.3 Upon approval, submit the contract for review and processing of the proponent	None	1 hour	<i>Supervising Statistical Specialist or Senior Statistical Specialist Training Division</i>



4. Submit at least three (3) signed and notarized copies of the contract at least one (1) month before the agreed training date to the Training Division.  Note: notarization fee and other legal fees as needed by the proponent in their processing of the contract shall be shouldered by the proponent agency.	4. Acknowledge receipt of the contract.	None	30 minutes	Requesting Agency
TOTAL:		None	20 Days	

## 8.2 Processing of Enrollment to Regular Training Courses

An individual wishing to enroll to PSRTI Regular Training Courses (RTC) shall need an online account that shall facilitate their registration to one or several courses. Reservation of slots shall be secured only upon payment of training fees.

RTCs cover topics on the foundation of statistics, data collection, management, processing, and analysis, statistical report writing and presentation, up to advance topics on statistical modelling, demography, and impact evaluations. These training courses are conducted for 4-5 days and open to all interested individuals, including employees from public and private sectors. The schedule of the training courses offering is available every semester and being posted in the PSRTI's website every start of the year.

posted in the PSRTI's website every start of the year.

Office or Division:	Training Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Individual PSRTI Online Training Registration System (OTRS) Account – one (1) account per participant			Online via PSRTI website ( <a href="http://otrs.psrti.gov.ph/register/">http://otrs.psrti.gov.ph/register/</a> )	
2. Proof of payment of training fee, by payment modality:				
Payment via List of Due and Demandable Accounts Payables - Advice to Debit Account (LDDAP-ADA) LDDAP-ADA voucher received/ verified by Land Bank of the Philippines (LBP) - one (1) scanned or photocopy. Copy must contain visible and legible stamp of the bank with date of receipt			Cashier of the participant's agency	
Cash/check deposit/fund transfer to PSRTI LBP Account Deposit slip or its equivalent document – one (1) scanned or photocopy			Bank where cash/check was deposited by the participant	
In-person cash/check payment Official Receipt – one (1) scanned or photocopy			PSRTI Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the PSRTI Online Training Registration System (OTRS) ( <a href="http://otrs.psrti.gov.ph/register/">http://otrs.psrti.gov.ph/register/</a> )	1. For new registrants, confirmation emails are done automatically via OTRS	None	5 minutes	Requesting party



<p>a. For first time registrants, click the '<u>Register an Account</u>' link. A confirmation email will be sent upon successful registration.</p> <p>b. For participants with an existing account, log in using the registered email.</p>				
<p>2. Click the '<u>Enroll a Course</u>' link from the sidebar menu and select the relevant training courses. An email will be sent to your registered account confirming enrollment and outlining payment details.</p>	<p>2. Enrollment confirmation are done automatically via OTRS</p>	<p>None</p>	<p>5 minutes</p>	<p>Requesting Party</p> <p>OTRS Administrator Training Division Or Computer Programmer II Knowledge Management Division</p>
<p>3. Reserve your training slot by paying the applicable training fee at least seven (7) days before the training date. Payment may either be in-person to the PSRTI Cashier, through bank deposit to PSRTI's LBP account, or processed by the participant's Finance Office. Secure a valid proof of payment as noted in the list of requirements.</p>	<p>3. For in-person payment: Receive cash or check payment</p> <p>3.1 Issue the Official Receipt (OR)</p> <p><i>Note: LDDAP-ADA and bank deposits/fund transfers will require additional step before processing by the PSRTI and will depend on the participant and/or participant's Agency's requirements and procedures.</i></p>	<p>Training fee:</p> <p>For government employee or student – Php12,600.00 per person</p> <p>For private office/ individual – Php16,840.00 per person</p> <p>For international agency/ individuals –</p>		



		USD 872 per person		
		<p>Other Fees (bank deposit fee, transfer of fund fees) – will depend on bank policy</p> <p>Note:</p> <ol style="list-style-type: none"> <li>1. Maximum of ten (10) percent (%) discount is applied if Filipino citizens and satisfied at least one of the following: <ol style="list-style-type: none"> <li>a. Group of five (5) or more participants (must be reflected as one (1) bulk payment)</li> <li>b. Payment is deposited/r eceived by the PSRTI 14 calendar days before the published training schedule</li> </ol> </li> <li>2. By virtue of BIR Revenue Regulations</li> </ol>	30 minutes	Cashier Finance and Administrative Division





		No. 04-88 Section 3a, withholding tax shall not apply to the payment of the training fee.		
		3. Bank charges such as check deposit fees or transfer fees shall be shouldered by the participant		
4. Submit proof of payment and participant information to PSRTI:  a. For in-person cash/ check payment: proceed to the Training Division or email the proof of payment, agency name, and names of covered participants to the PSRTI OTRS email ( <a href="mailto:psrti.training@gmail.com">psrti.training@gmail.com</a> )	4. For in-person payment, scan/photocopy OR for documentation, and proceed to step 4.5.	None	10 minutes	OTRS Administrator or Training Coordinator Training Division
	4.1 For LDDAP- ADA and bank deposits/trans fers, acknowledge receipt of email		3 hours	OTRS Administrator or Training Coordinator Training Division
	4.2 By EOD, in one batch per day, forward all received proof of payment to the Cashier		5 hours	OTRS Administrator Or Training Coordinator Training Division

b. For LDDAP-ADA & cash/check deposit/fund transfers: email the proof of payment, agency name, and names of participants covered by payment to the PSRTI OTRS email (psrti.training@gmail.com)	4.3 Validate and process payments with Land Bank		1 day	Cashier Finance and Administrative Division
	4.4 Issue the OR for validated payments, and endorse to Training Division		30 minutes	Cashier Finance and Administrative Division
	4.5 Email client the scanned copy of the OR, and the notice of Reservation of Slot/s. Original copy of the OR will be given during the training date, at the latest.		1 hour upon receipt of OR	Training Coordinator Training Division
	4.6 Email all participants regarding the status of the conduct of the training course 14 calendar days before published training date (cancelled or continue)	None	10 minutes	OTRS Administrator Or Training Coordinator Training Division
TOTAL:		For Government Agency or Student – Php 12,600.00 x course no. x participants x 10% discount* +	1 Day, 10 Hours, and 30 minutes upon receipt of complete requirements per stage	



	<p>other bank fees</p> <p>For private office/individuals –  <math>\text{Php}16,840, \times \text{course no.} \times \text{participants} \times 10\% \text{ discount}^* + \text{other bank fees}</math></p> <p>For international agency/individuals –  <math>\text{USD } 872 \times \text{course no.} \times \text{participants} \text{ plus other bank fees}</math></p>		
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### 8.3 Issuance of Certificate of Completion/Attendance

Participants attending PSRTI Regular and Customized Training Courses are entitled to a Certificate of Completion or Attendance based on compliance to training course requirements. The provided Certificate shall be the original and only copy, and may not be re-issued or given a certified true copy.

<b>Office or Division:</b>	Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All fully paid training participants who attended at least one (1) training day			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished post-evaluation forms – one (1) original copy.			PSRTI Training Coordinator	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend and participate in training course at the PSRTI Office	1. Facilitate training course	None	N/A	<i>Training Coordinator Training Division</i>
	1.1 Prepare initial Certificate of Completion /Attendance based on partial performance of participant, for signature of the Executive Director	None	3 Hours	<i>Training Coordinator Training Division</i>
	1.2 Sign the provided Certificates	None	1 Day	<i>Executive Director PSRTI</i>
2. Accomplish post-evaluation forms	2. At the last day, post-evaluation forms will be administered to the participants inclusive of: a. Post-Test b. Training Course Evaluation Form	None	30 minutes	<i>Participant and Training Coordinator</i>



	c. Lecturer's Evaluation Form d. Caterer's Evaluation form			
3. Submit post-evaluation forms to the Training Coordinator or Training Assistant.  Note: In order to receive a Certificate of Completion, participant must: a. Attend at least 90% of the total training hours b. Receive a passing evaluation from the Resource Person c. Score at least 60%* on the Post-Test d. Accomplish Training Course, Lecturer's, and Caterer's Evaluation form  Otherwise, participant will be entitled to a Certificate of Attendance  *May change depending on PSRTI policy	3. Collect and review post-evaluation documents.	None	2 hours	Training Coordinator Training Division or Training Assistant
	4.7 For participants with no corrections or changes in the Certificate, distribute Certificate	None	30 minutes	Training Coordinator Training Division
	3.2 For participants with corrections or will require change in the Certificate type, prepare revised Certificate and submit to Office of the Director	None	1 hour	Training Coordinator Training Division
	3.2.1 Sign the provided Certificates	None	1 day	Executive Director PSRTI
	3.2.2 Send the revised Certificate to the Client either through pick-up or messenger	None	1 day	Training Coordinator Training Division
TOTAL:		None	For participants with no	



		<p>corrections/ revisions needed – 1 Day and 6 Hours</p> <p>For participants with corrections/ change in certification – 3 Days, 6 Hours and 30 Minutes</p>	
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## VI. Feedback and Complaints

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Submit the necessary feedback and complaints form/s to the concerned Officer of the Day/Division.
How feedbacks are processed	The concerned Officer of the Day/Division submits the completed form to the Head of the Division for discussion and formulation of corrective action to address the feedback. The same will be communicated to the complainant via email or telephone call.
How to file a complaint	The concerned Officer of the Day shall also submit to the Office of the Executive Director (ED) the said form for reference and information. She/he shall also attach the recommended course of action or the final decision of the division on the matter.
How complaints are processed	The concerned Officer of the Day/Division receives the feedback and complaints form and submit to his/her Division Head. The concerned Division can decide on action to be taken on the complaints/feedback and inform the ED for information and reference. In cases where the ED may dissent with the recommendation of the Division, the discussion and formulation of corrective action to address the issues raised can be part of the EXECOM meeting. Feedback on any complaints shall then be communicated to the complainant via email or telephone call.
Contact Information of CCB, PCC, ARTA, Bilis Aksyon Partner, and CART	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782)</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-888-6565 (SMS)</p> <p><b>Bilis Aksyon Partner:</b></p> <p><b>Lolita M. Oreo</b> Chief Administrative Officer 0927-410-7794 <a href="mailto:lolita.oreo@psrti.gov.ph">lolita.oreo@psrti.gov.ph</a></p> <p><b>Committee on Anti-Red Tape:</b></p> <p><b>Lolita M. Oreo</b> Chairperson</p> <p><b>Ana Julia J. Macaraig</b> Vice-Chairperson 0917-159-7934 <a href="mailto:anajulia.macaraig@psrti.gov.ph">anajulia.macaraig@psrti.gov.ph</a></p> <p><b>Division Heads:</b></p> <p><b>Maria Praxedes R. Peña</b> Chief Statistical Specialist, Training Division 0922-834-1430 <a href="mailto:pinky.delapena@psrti.gov.ph">pinky.delapena@psrti.gov.ph</a></p> <p><b>Jessa S. Lopez</b> Chief Statistical Specialist, Research Division 0927-630-2228 <a href="mailto:jessa.lopez@psrti.gov.ph">jessa.lopez@psrti.gov.ph</a></p> <p><b>Geraldine H. Dela Peña</b> OIC-ITO III, Knowledge Management Division 0906-222-2425 <a href="mailto:geraldine.delapena@psrti.gov.ph">geraldine.delapena@psrti.gov.ph</a></p>

## CLIENT SATISFACTION

The **PSRTI's Customer Satisfaction Measurement** is aligned with the ISO 9001:2015 Quality Management System Standard and applicable to all services of the agency with direct interaction with external customers/clients.

Customer Satisfaction Survey is the tool used to gauge client satisfaction with the PSRTI services which is based on the services being offered by the divisions, i.e., for the Training Division it uses the Training Program Evaluation, while the Research Division, Knowledge Management Division and Finance and Administrative Division utilizes its respective Customer Satisfaction Survey forms.

The summary of the results of the Customer Satisfaction Survey is reported by each concerned divisions monthly (FAD and KMD) and quarterly (RD and TD), containing the following information: (i) descriptive information of the results of survey; (ii) commendations; and (iii) opportunities and recommendations for improvement of the service, and being discussed during the Management Review.






## VII. List of Offices

Office	Address	Contact Information
Office of the Executive Director	7 <sup>th</sup> Floor South Insula Condominium No. 61 Timog Avenue South Triangle, Diliman Quezon City 1103 Philippines	+632-8-288-4948
Finance and Administrative Division		+632-8-920-9649
Knowledge Management Division		+632-8-374-4587
Research Division		+632-8-426-0620
Training Division		+632-8-929-7543 +632-8-288-4150

Approved by:

  
**JOSEFINA V. ALMEDA, Ph.D.**  
Head/Executive Director III