



**DEPARTMENT OF AGRICULTURE
BUREAU OF AGRICULTURAL RESEARCH**

CITIZEN'S CHARTER



**DEPARTMENT OF AGRICULTURE
BUREAU OF AGRICULTURAL RESEARCH**

CITIZEN'S CHARTER



I. **Mandate:**

BAR's specific mandate to coordinate agricultural research was affirmed by EO 292, otherwise known as the Administrative Code of 1987. BAR's specific mandate is to: "(1) ensure that all agricultural research is coordinated and undertaken for maximum utility to agriculture (Section 22)."

II. **Vision:**

The Department of Agriculture – Bureau of Agricultural Research is the lead Research for Development(R4D) coordinating agency towards a technology-empowered agriculture & fishery sector contributory to inclusive growth.

III. **Mission:**

We coordinate, integrate and manage the Research for Development (R4D) system to ensure its optimum utility for the agriculture and fishery sector.

IV. **Service Pledge:**

We commit to:

1. **Committed to provide excellent leadership and coordination** to the National Agricultural Research and Development in the Philippines.
2. **Implement an internationally recognized management system** in all aspects of our operations, processes and services in line with our commitment and in achieving our objectives.
3. **Continually improve our quality performance and the effectiveness and suitability** of our quality management system, we shall:
 - a. Comply with applicable laws and regulation, the requirements of our stakeholders, industry initiatives and other requirements we subscribe to;
 - b. Assess the needs of our customers and strive to exceed their expectations;
 - c. Provide assurance to our researchers, proponents and other stakeholders to quality services by offering excellent leadership and coordination to the National Agricultural Research and Development in the Philippines including other responsive engagements;
 - d. Establish quality objectives aimed at improving the efficiency of our operations, processes and procedures for sustainable growth; and
 - e. Capacitate our employees and staff to maintain a highly competent, motivated and reliable workforce, thereby ensuring work is performed with excellence.

LIST OF SERVICES

Provision of Competitive Grants for R&D Programs/Projects		5
External Services		
1. Project Proposal for Strategic and Applied Research		5
2. Project Proposal for Technology Commercialization		9
3. Project Proposal for Research Facilities Development Grants		14
4. Application for Human Resource Development Grants		19
II. Monitoring and Evaluation of R&D Projects		23
III. Intellectual Property Rights Application		26
IV. Feedback and Complaints Mechanisms		31
V. List of Offices		33

1. Provision of Competitive Grants for R&D Programs/Projects

The DA-BAR coordinates the implementation of its major R&D programs funded through provision of grants for Basic and Applied Research, Technology Commercialization, Institutional Development (Research Facilities Development and Human Resource Development) and Scientific Publications. These are being implemented through collaborative projects with partner R&D institutions and agencies with which the proponent is affiliated. Proponents of the project grants must possess the required academic qualifications and track record to successfully implement research and/or development projects. The proponent should be able to carry out the project with due diligence and efficiency, and in accordance with appropriate agricultural and fisheries practices that conform to sound environmental and social standards.

Awarding of grants is always based on the merits of the approved proposals. There is no limit as to the number of proposals a particular proponent may submit, but prioritization shall be implemented subject to availability of funds or as deemed appropriate and necessary, or given that the proponent has no outstanding balance with the Bureau in the form of uncompleted projects or unliquidated balances. Each proposal is treated separately and independently, in strict accordance with the established guidelines. Acceptance, approval and implementation of projects shall conform to the Revised Documentary Requirements for Common Government Transactions as prescribed under Commission on Audit (COA) Circular No. 2012-001 dated June 14, 2012.

a. Strategic and Applied Research

Office/Division	BAR- Research Program Development Division (RPDD)	
Classification	Highly Technical	
Type of Transaction	<ul style="list-style-type: none"> • G2G – Government to Government • G2B – Government to Business [Non-Government Organization (NGO)] 	
Who May Avail	National, Regional Agriculture and Fisheries Research and Development Institutions (DA Operating Units), State Universities and Colleges, Non-Government Organizations with R&D programs/activities	
Checklist of Requirements		Where To Secure
1. Detailed Proposal Template (6 original copies)		BAR-RPDD
2. Workplan Schedule (6 original copies)		BAR-RPDD

3. Logical Framework (6 original copies)	BAR-RPDD
4. Budget Summary (6 original copies)	BAR-RPDD
5. Worksheet Details for PS (6 original copies)	BAR-RPDD
6. Worksheet Details for MOOE (6 original copies)	BAR-RPDD
7. Worksheet Details for EO (6 original copies)	BAR-RPDD
8. Endorsement letter (1 original copy)	Proponent
9. Memorandum of Agreement (6 original copies)	BAR-RPDD
10. Schedule of Releases and Outputs (6 original copies)	BAR-RPDD
11. Notice to Proceed and Fund Release (1 original copy)	BAR-RPDD
12. Official receipt of fund transfer (1 original copy)	BAR-RPDD

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit R&D Project Proposal to DA-BAR	1 Forward project proposal to Division Head with routing slip	None	1 day	RPDD Administrative Staff and Division Head
	1.2 Prepare and send signed acknowledgement receipt to proponent thru email	None	3 days	RPDD Administrative Staff
2. Participate in the En-Banc review of the submitted detailed project proposal	2 Prepare and send signed Notice of Meeting and Invitation Letter for the En-Banc Review	None	5 days	RPDD Technical Staff
	2.1 Conduct the En-Banc Review of the detailed project proposal	None	1 day	RPDD Officials and Technical

				Staff, External pool of experts
	2.2 Prepare and send to the proponent the reply letter with the consolidated recommendations after the En-Banc Review whether the project proposal will be funded or not	None	10 days	RPDD Technical Staff, External pool of experts
3. Revise proposal based on comments and recommendations during en banc	3. Accommodate proposal revisions and recommend project proposal for approval	None	5 days	RPDD Technical Staff
	3.1 Prepare and send approval letter, detailed proposal, and MOA to the proponent institution for signature of concerned parties	None	3 days	RPDD Technical and Administrative Staff
4. Acknowledge receipt of the detailed proposal and MOA. 4.1 Facilitate the signing of MOA and detailed proposal from proposing agency's institution to BAR	4 Facilitate signature of concerned BAR officials on the signed MOA and detailed proposal	None	10 days	RPDD Technical and Head, Office of the Director
	4.1 Facilitate notarization of signed MOA	None	10 days	RPDD Technical Staff
	4.2 Prepare Obligation Request Slip (ORS) and Disbursement Voucher (DV) for processing of fund release	None	1 hour	RPDD Technical Staff

	4.3 Process the ORS, DV and issue certificate of Availability of Funds (CAF) for the fund release	None	1 day	BAR Budget, Accounting, Internal Audit Unit and Office of the Director
	4.4 Prepare List of Due and Demandable Accounts Payable- Advised to Debit Account (LDDAP-ADA) to execute fund transfer	None	30 minutes	BAR Cashier and Office of the Director
	4.5 Prepare and issue of Notice to Proceed (NTP) and Notice of Fund Release to signify start of the project	None	6 days	RPDD Technical and Administrative Staff
5. Acknowledge fund transfer and issue official receipt	5 Project Documents Turn-over to RCD	None	2 days	RPDD Technical, Administrative Staff and Research Coordination Division (RCD) Staff
6. Implement the approved and funded project and submit the technical and financial reports in support to proper	5 Monitor and evaluate the progress of the project	None	Depending on the approved project duration	RPDD Technical, Administrative Staff and Research Coordination Division (RCD) Administrative Staff

liquidations and accountability requirements				
TOTAL:			57 days, 1.5 hours	

b. Technology Commercialization

Office/Division	BAR-Research Program Development Division (RPDD)		
Classification	Highly Technical		
Type of Transaction	<ul style="list-style-type: none"> G2G – Government to Government G2B – Government to Business [Non-Government Organization (NGO)] 		
Who May Avail	National and Regional Research and Development System for Agriculture and Fisheries Member Institutions (DA-Operating units, State Universities and Colleges, Non-Government Organizations with R&D activities)		
Checklist of Requirements		Where To Secure	
1. Detailed Proposal Template (6 original copies)		BAR-RPDD	
2. Workplan Schedule (6 original copies)		BAR-RPDD	
3. Logical Framework (6 original copies)		BAR-RPDD	
4. Budget Summary (6 original copies)		BAR-RPDD	

5. Worksheet Details for PS (6 original copies)		BAR-RPDD		
6. Worksheet Details for EO (6 original copies)		BAR-RPDD		
7. Worksheet Details for EO (6 original copies)		BAR-RPDD		
8. Worksheet Details for MOOE (6 original copies)		BAR-RPDD		
9. Endorsement letter (1 original copy)		Proponent		
10. Notice of Approval (1 original copy)		BAR-RPDD		
11. Memorandum of Agreement (6 original copies)		BAR-RPDD		
12. Schedule of Releases and Outputs (6 original copies)		BAR-RPDD		
13. Notice to Proceed (1 original copy)		BAR-RPDD		
14. Official receipt of fund transfer (1 original copy)		Proponent		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit R&D Project	1.1 Forward project proposal to	None	1 day	RPDD Administrative

Proposal to DA-BAR	Division Head with routing slip			Staff and Division Head
	1.2 Prepare and send signed acknowledgment receipt to proponent thru email	None	2 days	RPDD Technical Staff and Division Head
	1.3 Schedule and conduct inhouse review	None	2 days	RPDD Technical Staff
	1.4 Prepare and send to the proponents initial comments from the inhouse review and letter informing proponents if their proposal qualified under the NTCP or not	None	5 days	RPDD Technical Staff
	1.5 Accommodate proposal revisions	None	5 days	RPDD Technical Staff
2. Attend En-Banc review of the submitted detailed project proposal	2.1 Prepare and send signed Notice of Meeting and Invitation Letter for the En-Banc Review	None	5 days	RPDD Technical Staff

	2.2 Facilitate conduct of En-Banc Review of the detailed project proposal	None	1 day	RPDD Technical Staff, External pool of experts
	2.3 Prepare and send to the proponent the consolidated recommendations and reply letter after the En-Banc Review whether the project proposal will be funded or not	None	5 days	RPDD Technical Staff, External pool of experts
3. Revise proposal based on comments and recommendations during en banc	3.1 Accommodate proposal revisions and recommend project proposal for approval	None	5 days	RPDD Technical Staff
	3.2 Prepare and send approval letter, detailed proposal, and MOA to the proponent institution for signature of concerned parties	None	3 days	RPDD Technical and Administrative Staff

4. Facilitate the signing of MOA and detailed proposal from proposing agency's institution to BAR	4.1 Facilitate signature of concerned BAR officials on the signed MOA and detailed proposal	None	10 days	RPDD Technical and Head, Office of the Director
	4.2 Facilitate notarization of signed MOA	None	10 days	RPDD Technical Staff
	4.3 Prepare Obligation Request Slip (ORS) and Disbursement Voucher (DV) for processing of fund release	None	1 hour	RPDD Technical and Administrative Staff
	4.4 Process the ORS, DV and issue certificate of Availability of Funds (CAF) for the fund release	None	1 day	BAR Budget, Accounting, Internal Audit Unit and Office of the Director
	4.5 Prepare List of Due and Demandable Accounts Payable- Advised to Debit Account (LDDAP-ADA) to execute fund transfer	None	30 minutes	BAR Cashier and Office of the Director

	4.6 Prepare and issue of Notice to Proceed (NTP) and Notice of Fund Release to signify start of the project	None	6 days	RPDD Technical and Administrative Staff
5. Acknowledge fund transfer and issue official receipt	5.1 Receive official receipt	None	1 hour	Cashier's Office
6. Implement the approved and funded project and submit the technical and financial reports in support to proper liquidations and accountability requirements	6.1 Monitor and evaluate the progress of the project	None	Depending on the approved project duration	RPDD Technical and Administrative Staff
TOTAL:		None	61 days, 2.5 hours	

c. Research Facilities Development Grants

Office/Division	BAR-Research Program Development Division (RPDD)
Classification	Highly Technical

Type of Transaction	<ul style="list-style-type: none"> • G2G – Government to Government • G2B – Government to Business [Non-Government Organization (NGO)] 	
Who May Avail	National and Regional Research and Development System for Agriculture and Fisheries Member Institutions (DA-Operating units, State Universities and Colleges, Non-Government Organizations with R&D activities)	
Checklist of Requirements		Where To Secure
1. Detailed Proposal Template (6 original copies)		BAR-RPDD
2. Budgetary Requirement Form (6 original copies)		BAR-RPDD
3. Existing Gap-Needs Analysis Matrix Form (6 original copies)		BAR-RPDD
4. Annexes: Program of Works, Detailed Budget Estimates, Working Drawings		Proponent
* For Construction and Upgrading of Facility		
5. Endorsement letter (1 original copy)		Proponent
6. Memorandum of Agreement (6 original copies)		BAR-RPDD
7. Notice to Proceed (1 original copy)		BAR-RPDD
8. Official receipt of fund transfer (1 original copy)		Proponent

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit R&D Project Proposal to DA-BAR	1 Forward project proposal to Division Head with routing slip	None	1 day	RPDD Administrative Staff and Division Head
	1.1 Prepare and send signed acknowledgement receipt to proponent thru email	None	5 days	RPDD Technical Staff
2. Initial Evaluation of RFDG proposals by concerned focal	2. Prepare the Project briefer with initial evaluation of RFDG Proposal	None	2 days	RPDD Technical Staff
3. Conduct En-Banc review of the submitted detailed project proposals that passed Initial Evaluation	3. Prepare and send signed Notice of Meeting and Invitation Letter for the En-Banc Review	None	5 days	RPDD Technical Staff
	3.1 Facilitate conduct of En-Banc Review of the detailed project proposal	None	4 days	RPDD Technical Staff, External pool of experts, and Division Head

	3.2 Prepare and send signed approval letter with consolidated evaluation results to the proponent institution after the En-Banc Review whether the project proposal will be funded or not	None	10 days	RPDD Technical Staff
4. Revised proposal with attachments (Budgetary Requirement Form, Existing Gap-Needs Analysis Matrix Form, and Annexes: For Construction and Upgrading of Facility - Program of Works, Detailed Budget Estimates, Working Drawings	4. Review the revised proposal if compliant with RFDG Format and evaluations results.	None	5 days	RPDD Technical Staff
	4.1 Prepare and send MOA thru email to the proponent institution for signature of concerned parties	None	3 days	RPDD Technical Staff

5. Facilitate the signing of MOA and detailed proposal from proposing agency's institution to BAR	5 Facilitate signature of concerned BAR officials on the signed MOA and detailed proposal	None	10 days	RPDD Technical Staff and RPDD Administrative Staff
	5.1 Facilitate notarization of signed MOA	None	10 days	RPDD Administrative Staff
	5.2 Prepare Obligation Request Slip (ORS) and Disbursement Voucher (DV) for processing of fund release	None	2 hours	RPDD Administrative Staff
	5.3 Process the ORS, DV and issue certificate of Availability of Funds (CAF) for the fund release	None	1 day	BAR Budget, Accounting, Internal Audit Unit and Office of the Director
	5.4 Prepare List of Due and Demandable Accounts Payable-Advised to Debit Account (LDDAP-ADA) to execute fund transfer	None	30 minutes	BAR Cashier and Office of the Director

	5.5 Prepare and issue of Notice to Proceed (NTP)	None	3 days	RPDD Technical and Administrative Staff
6. Implement the approved and funded project and issue official receipt	6 Prepare the Project file of the approved RFDG project	None	1 day	RPDD Technical Staff
TOTAL:			60 days, 2.5 hours	

d. Human Resource Development Grants

Office/Division	BAR-Research Program Development Division (RPDD)		
Classification	Highly Technical		
Type of Transaction	<ul style="list-style-type: none">G2G – Government to Government		
Who May Avail	National and Regional Research and Development System for Agriculture and Fisheries Member Institutions (DA-Operating units, State Universities and Colleges)		
Checklist of Requirements		Where To Secure	
Degree Scholarship Program (DSP)			

1. DSP Application Form (1 original copy)	BAR-RPDD
2. Certificate of admission from accredited university (1 original copy)	Applicant
3. Nomination from Head of Agency indicating the degree program is a priority need of the agency (1 original copy)	Applicant
4. HRD Plan of the Agency	Applicant
5. Latest Service Record certified by Chief of Personnel (1 original copy)	Applicant
6. List of Actual Duties and Responsibilities certified by immediate supervisor (1 original copy)	Applicant
7. Certification of Performance Ratings for the last 2 rating periods (1 original copy)	Applicant
8. Curriculum Vitae (1 original copy)	Applicant
9. Program of Course Work (1 original copy)	Applicant
10. Letter of Award (1 original copy)	BAR-RPDD
11. Memorandum of Agreement (3 original copies)	BAR-RPDD

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submission of request to DA-BAR	1 Forward request to Division Head with routing slip	None	1 day	RPDD Administrative Staff and Division Head
	1.2 Prepare and send signed acknowledgement receipt to applicant thru email	None	3 days	RPDD Administrative Staff
2. Attend Committee Evaluation of Scholarship Applicants	2 Prepare and send signed Notice of Meeting and Invitation Letter for the Committee Evaluation	None	5 days	RPDD Technical Staff
	2.1 Facilitate conduct of Committee of Evaluation of applicants	None	1 day	RPDD Technical Staff, Scholarship Committee

3. Approval or disapproval of the Director	3. The Director makes the final decision whether to approve or disapprove the particular application/request based on the recommendation of the Scholarship Committee	None	3 days	RPDD Technical and Head, Office of the Director
	3.1 Notify the applicants regarding the status of their applications and send letters of award and MOAs to accepted applicants	None	1 day	RPDD Technical and Administrative Staff
4. Facilitate the signing of MOA and prepare necessary documents for payment or appropriate actions	4 Facilitate signature of concerned BAR officials on the signed MOA and detailed proposal	None	10 days	RPDD Technical and Head, Office of the Director
	4.1 Facilitate notarization of signed MOA	None	10 days	RPDD Technical Staff

5. Release of Funds	5.1 Facilitate the release of fund and monitors the performance of the scholar for the duration of the scholarship	None	1 day	RPDD Technical Staff and Head, Fund Manager
TOTAL:			35 days	

2. Monitoring and Evaluation of R&D Projects

BAR spearheads the smooth implementation, monitoring, and evaluation of supported projects on strategic and applied agriculture and fisheries R4D implemented by the DA-Operating Units, State Universities and Colleges, and other R&D institutions in the regions nationwide.

The Research Coordination Division primarily monitors and evaluates the implementation of R4D projects through:

- Submission of technical reports (quarterly, annual, completion) and Audited Financial Reports (AFR) using BAR prescribed formats;
- Validation of reports through on-site field inspection;
- Coordination and participation in regular review and evaluation (progress and completion) to assess project accomplishments vis-à-vis approved objectives; and
- Provision of feedback/evaluation results to concerned implementing institutions.
- The division's support functions include:
- Provision of recommendations to facilitate the processing and release of succeeding fund tranches for supported R&D projects thru preparation of vouchers;
- Submission of reports on travel/ meetings/ workshops/ seminars/ reviews conducted and participated;
- Updating the division on status of program/projects during regular/ special meetings;
- Submission of regularly needed data/documents that may be requested by the concerned agencies and other BAR Offices; and
- Maintenance of R&D program databases for easy and systematic access to data.

Office/Division	BAR-Research Coordination Division (RCD)			
Classification	Highly Technical			
Type of Transaction	<ul style="list-style-type: none"> • G2G – Government to Government • G2B – Government to Business [Non-Government Organization (NGO)] 			
Who May Avail	National and Regional Research and Development System for Agriculture and Fisheries Member Institutions (DA-Operating units, State Universities and Colleges, Non-Government Organizations with R&D activities)			
Checklist of Requirements		Where To Secure		
1. Progress Report Template		BAR-RCD		
2. Terminal Report Template		BAR-RCD		
3. Monitoring and Evaluation (M&E) Form		BAR-RCD		
4. Financial Status Report Template		BAR-RCD		
5. Audited Financial Report Template		BAR-RCD		
6. Notice of Meeting (1 Original Copy)		BAR-RCD		
7. Confirmation Slip (1 Original Copy)		BAR-RCD		
8. Invitation letter (1 Original Copy)		BAR-RCD		
9. Consolidated Evaluation Results		BAR-RCD		
10. Powerpoint Presentation Template		BAR-RCD		
11. Notice of Fund Release (1 Original Copy)		BAR-RCD		
12. Endorsement Letter (1 Original Copy)		Proponent		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit Progress/ Terminal Report and Financial Report with Monitoring and	1. Forward Progress and Terminal Report to Division Head with routing slip	None	1 day	RCD Administrative Staff, Division Head and Office of the Director

Evaluation (M&E) Form				
2. Present project accomplishments in Progress Review	2. Prepare and send signed Notice of Meeting and Invitation Letter for the Progress Review	None	5 days	RCD Technical Staff, Head and Office of the Director
	2.1 Conduct the Progress Review of on-going projects	None	1 day	RCD Technical Staff
	2.2 Consolidate and send comments and recommendations to proponents	None	7 days	RCD Technical Staff, Head and Office of the Director
3. Acknowledge the receipt of funds and Issue the Official Receipt	3 Prepare Obligation Request Slip (ORS) and Disbursement Voucher (DV) for processing of fund release	None	1 day	RCD Technical Staff and Head
	3.1 Process the ORS, DV and issue Certificate of Availability of Funds (CAF) for the fund release	None	1 day	BAR Budget, Accounting, Internal Audit Unit and Office of the Director
	3.2 Prepare List of Due and Demandable Accounts Payable-Advised to Debit Account (LDDAP-ADA) to execute fund transfer	None	1 day	BAR Cashier and Office of the Director
	3.3 Prepare and issue Notice of Fund Release	None	2 days	RCD Technical Staff, Head, and Office of the Director
	4. Coordinate with proponent the	None	1 day	RCD Technical Staff

4. Participate in On-Site Monitoring	schedule of on-site monitoring			
	4.1 Conduct on-site monitoring	None	5 days	RCD Technical Staff
	4.2 Prepare and submit Travel Report	None	3 days	RCD Technical Staff, Head and Office of the Director
5. Present project accomplishments in Terminal Review	5. Prepare and send signed Notice of Meeting and Invitation Letter for the Terminal Review	None	5 days	RCD Technical Staff, Head and Office of the Director
	5.1 Conduct the Terminal Review of completed projects	None	1 day	RCD Technical Staff
	5.2 Consolidate and send comments and recommendations to proponents	None	7 days	RCD Technical Staff, Head and Office of the Director
6. Acknowledge the receipt of Certificate of Acceptability	6. Prepare and send Certificate of Acceptability to proponents	None	3 days	RCD Technical Staff, Head, and Office of the Director
TOTAL:			4 days	

3. Intellectual Property Rights Application

Research and Development Continuum is a series of steps in managing technologies from technology generation to technology commercialization. Intellectual Property Management is finely integrated within the continuum. The most efficient IP management is when an IP potential is already envisioned and prepared for, way before a project proposal is made for funding, ensuring that a technology to be produced does not exist yet in the whole world, be later protected through IPR and the inventors and scientists are properly remunerated. Concomitant to these, the whole society benefits from the said technology or intellectual property. Advancement in technologies cannot continue when technologies and processes for patents are not fully disclosed, so patenting is a way for the world to ensure advancement.

The overall goal is to strengthen the capability of BAR to manage the IPs being continuously generated through R & D. This would later ensure an R & D community with assured rights for furtherance of intellectual and creative pursuits, an IP Management System which hastened the economic development of the agriculture and fisheries sectors and a society benefiting from all these endeavors.

An effective Intellectual Property management promotes and creates business enterprises, encourages market access, attracts foreign investments, and possibly promotes fund feedback to R & D. BAR, being the central coordinating agency for R & D within the DA and the NaRDSAF ensures that prosecutable IPs generated within the system through BAR funds are given proper IP protection through registration with the Intellectual Property Office - Philippines.

Office/Division	BAR-Technology Commercialization Division Division (RPDD)			
Classification	Highly Technical			
Type of Transaction	<ul style="list-style-type: none"> • G2G – Government to Government • G2B – Government to Business [Non-Government Organization (NGO)] 			
Who May Avail	National and Regional Research and Development System for Agriculture and Fisheries Member Institutions (DA-Operating units, State Universities and Colleges, Non-Government Organizations with R&D activities)			
Checklist of Requirements		Where To Secure		
1.	Trademark Application Form (3 original copies)	IPO Philippines		
2.	Request for Grant of Philippine Patent (3 original copies)	IPO Philippines		
3.	Request for the Registration of Utility Model (3 original copies)	IPO Philippines		
4.	Certificate of Registration	IPO Philippines		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible

1. Submit request for IP assistance	1.1 Forward request to Division Head with routing slip	None	1 day	RPDD Administrative Staff and Division Head
	1.2 Prepare and send signed acknowledgment receipt to proponent thru email	None	2 days	RPDD Technical Staff and Division Head
	1.3 Initial evaluation of IP potential	None	5 days	RPDD Technical Staff, Outsourced IP service provider
	1.4 Inform proponents on the result of initial evaluation of IP potential	None	2 days	RPDD Technical Staff
	1.5 Submit accomplished application forms to IPO Philippines, payment of corresponding fees	None	5 days	RPDD Technical Staff, Outsourced IP service provider

<p>2. Submit additional requirements as needed</p>	<p>2.1 Prepare and submit compliances* based on the formality/substantive examination reports (registrability reports) conducted by IPO Philippines, payment of corresponding fees</p> <p>* One application may receive several registrability reports from IPO Philippines. Processing time indicated is on a per compliance for each registrability report received from IPO Philippines</p>	<p>None</p>	<p>15 days for trademarks 60 days for patent and utility models</p>	<p>RPDD Technical Staff, Outsourced IP service provider</p>
--	--	-------------	--	---

3. Acknowledge receipt of IPO recommendation	<p>3.1 Prepare and send notice to proponent on the approval or disapproval of IP application with IPO</p> <p>3.1.1. Notice of approval and Certificate of registration for approved IP application</p> <p>3.1.2 Notice of disapproval for disapproved IP application</p>	None	3 days	RPDD Technical Staff, Division Head, Office of the Director
TOTAL:		None	<p>33 days for trademarks</p> <p>78 days for patents and utility models</p>	

FEEDBACK AND COMPLAINTS MECHANISMS

Feedback and Complaints Mechanisms	
How to send a feedback	<p>Fill up the Visitor Feedback Form and drop it at the designated drop box at the lobby guard's desk</p> <p>Contact information</p> <p>Tel. No.:02 8461 2900 local 2121</p> <p>Email Address: ejuanillo@bar.gov.ph</p>
How feedback is processed	<p><i>Every Friday</i>, the Public relation Officer will collect all the feedback forms that are submitted and evaluate the given rate.</p> <p><i>*Feedback requiring answers are forwarded to the relevant divisions and they are required to answer within three (3) days of the receipt of the feedback.</i></p> <p>For inquiries and follow-ups, clients may contact the following:</p> <p>Tel. No.:02 8461 2900 local 2121</p> <p>Email Address: ejuanillo@bar.gov.ph</p>
How to file a complaint	<p>Fill up Visitor Complaint Form and drop it at the designated drop box at the lobby guard's desk.</p> <p>Complaints can also be filled through telephone or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complained -Incident -Evidence <p>For inquiries and follow-ups, clients may contact the following:</p> <p>Tel. No.:02 8461 2900</p> <p>Email Address: mresma@bar.gov.ph; jazares@bar.gov.ph</p>

<p>How complaints are processed</p>	<p>Complaints officer will process, review and evaluate all the received complaints on the daily basis. Complaints officer shall coordinate with the concerned Division to answer the complaint and shall investigate, if necessary. After the conduct of investigation, Complaints officer shall prepare and submit an incident report to BAR Director for appropriate action.</p> <p>For inquiries and follow-ups, clients may contact the following:</p> <p>Tel. No.:02 8461 2900</p> <p>Email Address: mresma@bar.gov.ph; jazares@bar.gov.ph</p>
<p>Contact Information</p>	<p>Public Relation Officer: Tel. No.:02 8461 2900 local 2121 Email Address: ejuanillo@bar.gov.ph</p> <p>Complaints Officer: Tel. No.:02 8461 2900 Email Address: mresma@bar.gov.ph; jazares@bar.gov.ph</p>

LIST OF OFFICES

Office	Address	Contact Information
Office of the Director (OD)	RMIC Building, Elliptical Rd cor Visayas Ave, Diliman Quezon	(638) 8927-5691
Office of the Assistant Director (OAD)		(638) 8920-0235 / (638) 8285-7857
Research Program Development Division (RPDD)		(638) 8285-7856
Research Coordination Division (PMED)		(638) 8920-0227
Knowledge Management and Information System Division (KMISD)		(638) 8920-0215
Office of the Assistant Director - Administrative Unit		(638) 8285-7872
Office of the Assistant Director - Finance Unit		(638) 8258-7870/(638) 8258-7863
Internal Audit Unit (IAU)		638) 8258-7882