

Citizen's Charter Validation Checklist

Name of Agency Philippine Council for Industry, Energy, and Emerging Technology Research and Development
 Location 4th & 5th Level, Science Heritage Bldg., DOST Complex, General Santos Avenue, Bicutan, Taguig
 Date of Validation November 28, 2018

Branch
 Regional Office Attached Agency SUC Main Campus Subsidiary
 Service Office Satellite Office SUC other campus

Sector
 NGA GOCC LWD SUC LGU

Instructions: Mark with ✓ if Yes, x if No. Provide details if necessary.

CITIZEN'S CHARTER REQUIREMENT	Yes	No	Remarks
1. Vision and Mission of the Agency	✓		
2. List of Frontline Services	✓		
3. Citizen's Charter shows standard for each service office			
> Step-by-step procedure	✓		
> Officer/Employee responsible for each step	✓		
> Time needed to complete the procedure	✓		
> Amount of fees (if necessary)		✓	N/A
> Required documents	✓		
> Procedure for filing complaints	✓		
4. Posting of CC as information material at the main entrance or at the most conspicuous place of the agency service office (check which ever is applicable)			
4.1. The posted CC contains ALL frontline services offered by the agency/service office (if frontline service units are located in one building)	✓		
4.2. CC is posted in all frontline service units/offices (if frontline service units are located in separate buildings)			
5. CC is published, written in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure)	✓		
6. CC is uploaded in the agency's website and accessible to the public	✓		
7. Process Improvements			
Frontline Service			Findings
Support to Research and Development (R&D) and Technology Transfer and Commercialization			None

Note:

- Please indicate the Frontline Services as stated in the Certificate of Compliance (CoC).
- Put "none" in the Findings column if no deficiency/ies were noted.

Mark with ✓ agency's CC compliance:

Compliant

Non-compliant

Attested by:

Catherine J. Soriano
 Senior Human Resource Specialist