



**NATIONAL FISHERIES RESEARCH AND  
DEVELOPMENT INSTITUTE  
(NFRDI)**

**CITIZEN'S CHARTER  
2025 (1ST EDITION)**

## AGENCY PROFILE

### I. Mandate

The National Fisheries Research and Development Institute (NFRDI) was created under Section 82 of R.A. No. 8550, otherwise known as the Philippine Fisheries Code of 1998, as amended by R.A. No. 10654 in 2014. We are an attached agency of the Department of Agriculture and the primary research arm of the Bureau of Fisheries and Aquatic Resources. We also form part of the National Agriculture, Aquatic and Natural Resources Research and Development Network of the Department of Science and Technology.

As the primary agency for fishery research in the Philippines, NFRDI is tasked with:

- Establishing a national infrastructure unit to support, oversee, and implement the diverse research needs and initiatives of the fisheries sector;
- Providing a hub for intensive training and skill-building for human resources, as well as serving as a repository for all fishery research and scientific information;
- Enhancing the economic potential of the fisheries sector through collaborative research efforts with national and international institutions;
- Providing training and development opportunities for the effective utilization of technology; and
- Building and expanding a nationwide network of fishery research communities through effective communication linkages.

### II. Vision

By 2025, a leader in fisheries research for development towards a food-secure and resilient Philippines with empowered and prosperous fisherfolk and industry.

### III. Mission

To generate scientific knowledge and technologies that are responsive to the needs of the fisherfolk and fisheries industry.

### IV. Service Pledge

We, the management and staff of the National Fisheries Research and Development Institute, shall continue to uphold our founders' belief that fisheries research plays a vital role in the development, management, conservation, and protection of the country's fisheries and aquatic resources.

We shall work prudently for the best interest of our countrymen, ensuring quality service and producing research outputs to satisfy and benefit our stakeholders, particularly the fisherfolk, for whom we pledge to help in the realization of an abundant harvest and high income.

To achieve this, we aim to be an institution that is:

**N - Nurturing and empowering.** At NFRDI, we value quality work and timely delivery of our core R&D products and services to our Stakeholders. To fully engage and to accelerate human resource development, enhanced capacity building and development programs (i.e., organization and client-focused) shall be one of our priority activities to empower the country's workforce in fisheries and science-related fields.

**F - Forward-looking.** The Institute shall face the major challenges and concerns in the fisheries sector with flexibility and open-mindedness by turning crises into opportunities.

New ideas and solutions to address the challenges of the industry through consultations, industry support mechanisms, and adoption or sourcing of developed technologies and practices from other countries, as well as their feasible application to local conditions, shall be explored and intensified. Science and policy interface through the conduct of solution-based research, data science, and information to support fishery management, and future prospects for industrial development shall be enhanced.

**R - Responsive.** Research should amount to something that could be applied by people. Our organization provides solution-oriented research with significant social contributions. Along with strengthened partnerships with the industry, academe, and other researching institutions, socially responsible and data-driven strategies, alignment with the New Paradigm Shifts in Agriculture and Fisheries and national RDE Agenda shall be the focus of our organization programs in fisheries.

**D - Dedicated.** Strengthened organizational capacity, transparency and sound internal processes, and quality management systems shall promote our effective governance of resources through process excellence and financial stewardship. Passion for work, integrity, and loyalty to the Institution are the characteristics needed to serve the Public.

**I - Innovation and Action-Driven.** To maximize the benefits and returns of invested resources in fisheries R&D, strategic approach and processes to level-up our growth portfolio in terms of outcomes, outputs and impact to our Stakeholders is envisioned. Our organization shall deliver superior productivity and returns to the industry through quality and extensive research and technology outreach on specific fields of fisheries, but not limited to, advanced technologies, network science and technology, and digitization.

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# **CENTRAL OFFICE**

## **External Services**

## 1. Request for Resource Person

The NFRDI operational divisions provide technical assistance through the provision of resource personnel for research-related activities on aquaculture, capture fisheries, and fisheries postharvest.

<b>Office or Division:</b>	Aquaculture Fisheries Research and Development Division (ARDD) Capture Fisheries Research and Development Division (CFRDD) Fisheries Postharvest Research and Development Division (FPHRDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	National Government Agencies, Non-Governmental Organization, International Organizations, Academe, and other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request/Invitation addressed to the Executive Director through the Division Chief (1 Original / 1 e-copy)		Client		
2. Briefer with Program of Activities (1 Original / 1 e-copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter to the Records Management Section via their email address <a href="mailto:records@nfrdi.da.gov.ph">records@nfrdi.da.gov.ph</a>	1.1 Receive, process, and forward to OED	None	1 Hour	Administrative Officer III, RMS
	1.2 Receive letter request and attach action slip	None	20 Minutes	Administrative Assistant III, OED
	1.3 Indicate desired action on the action slip	None	2 Days	Executive Director, OED
	1.4 Forward to the concerned operational division	None	20 Minutes	Administrative Assistant III, OED
	1.5 Receive letter request and action slip	None	20 Minutes	Science Research Specialist I, Operational Division
	1.6 Discuss with concerned section	None	2 Hours	Chief Science Research Specialist, Operational Division
2. Receive a confirmation email indicating the result of the request	2. Inform the client of the details of the resource speaker, referral to another division, or denial of request	None	1 day	Science Research Specialist I, Operational Division
<b>TOTAL</b>			<b>3 Days and 4 Hours</b>	

## 2. Request for Information

The NFRDI operational divisions provide technical assistance through the provision of scientific information on NFRDI research-related topics such as aquaculture, capture fisheries, and fisheries postharvest.

<b>Office or Division:</b>	Aquaculture Fisheries Research and Development Division (ARDD) Capture Fisheries Research and Development Division (CFRDD) Fisheries Postharvest Research and Development Division (FPHRDD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	National Government Agencies, Non-Governmental Organization, International Organizations, Academe, and other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request addressed to the Executive Director through the Division Chief (1 Original / 1 e-copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter to the Records Management Section via their email address <a href="mailto:records@nfrdi.da.gov.ph">records@nfrdi.da.gov.ph</a>	1.1 Receive, process, and forward to OED	None	1 Hour	Administrative Officer III, RMS
	1.2 Receive letter request and attach action slip	None	20 Minutes	Administrative Assistant III, OED
	1.3 Indicate desired action on the action slip	None	2 Days	Executive Director, OED
	1.4 Forward to the concerned operational division	None	20 Minutes	Administrative Assistant III, OED
	1.5 Receive letter request and action slip	None	20 Minutes	Science Research Specialist I, Operational Division
	1.6 Discuss with concerned section	None	2 Hours	Chief Science Research Specialist, Operational Division
2. Receive a confirmation email indicating the result of the request	2.1 If the request cannot be delivered, inform the client of the referral to another division/agency or denial of request	None	1 Day	Science Research Specialist I, Operational Division
	2.2 For approved request, prepare information requested	None	5 Days	Science Research Specialist I, Operational Division
	2.3 Review and approve prepared information	None	1 Day	Chief Science Research Specialist, Operational Division

3. Receive information requested	3. Send information to client	None	10 Minutes	Science Research Specialist I, Operational Division
<b>TOTAL</b>			<b>3 Days and 4 Hours*</b>  <b>9 Days, 4 Hours and 10 Minutes**</b>	

*\*If request cannot be delivered; \*\*If request can be delivered*

### 3. Request for Training Support

The institute receives requests for training on fisheries-related technologies or information generated by NFRDI. These requests include providing resource speakers, facilitators, and other assistance necessary for conducting training.

<b>Office or Division:</b>	Training Division (TD) - Training Section (TS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	National Government Agencies, Non-Governmental Organization, International Organizations, Academe, and other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to NFRDI's Executive Director (1 signed electronic copy)		Individual/Company/Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter to the Records Management Section via their email address <a href="mailto:records@nfrdi.da.gov.ph">records@nfrdi.da.gov.ph</a>	1.1 Acknowledge the receipt of the letter request from the requesting party	None	2 hours	Administrative Officer III, RMS
	1.2 Forward the request to the Office of the Executive Director	None	1 hour	Administrative Officer III, RMS
	1.3 Review the request and provide instruction to the Training Division	None	2 Days	Executive Director, OED
	1.4 Receive instructions and coordinate with NFRDI concerned division or center	None	1 Day	Training Specialist I, TD
	1.5 Discuss if the request can be delivered	None	2 Days	Staff, Concerned NFRDI division or center
2. Receive a confirmation email indicating the result of	2. Inform the client of the schedule, availability of	None	1 Day	Training Specialist I, TD



the client's training support request	resource speakers, referral to another agency, or denial of request			
<b>TOTAL</b>			<b>6 Days and 3 Hours</b>	

#### 4. Request for Internship through the Student's Training Support (STrainS) Program

NFRDI has consistently engaged with various schools and universities to facilitate immersion, On-the-Job Training (OJT), or internship opportunities for students. Recognizing the importance of nurturing future professionals, the Institute has evolved its approach in empowering the next generation of experts through the STrainS Program.

<b>Office or Division:</b>	Training Division (TD) - Training Section (TS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	High school, college (undergraduate and graduate) students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form		NFRDI Central Office		
2. Endorsement letter signed by school head addressed to the NFRDI Executive Director		Educational Institution		
3. Curriculum vitae		Individual		
4. Certificate of good moral character		Educational Institution		
5. Memorandum of Agreement		NFRDI Central Office		
<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 application form and all supporting documents to <a href="https://nfrdi.da.gov.ph/internship/">https://nfrdi.da.gov.ph/internship/</a>	1.1 Receive and review the completeness of application documents and endorse to concerned division/center	None	2 Days	<i>Training Specialist I</i> Training Division
	1.2 Evaluate applications, recommend students for acceptance, and submit to the Training Staff	None	3 Days	<i>Staff</i> Concerned Divisions and Centers
	1.3 Prepare acceptance letter for signature of the Executive Director	None	1 Day	<i>Training Specialist I</i> Training Division

	1.4 Sign acceptance letter	None	1 Day	<i>Executive Director, OED</i>
	1.5 Forward acceptance letter to applicants	None	1 Day	<i>Training Specialist I Training Division</i>
2. Receive acceptance letter	2.1 Inform accepted applicants on the schedule of orientation	None	5 Minutes	<i>Training Specialist I Training Division</i>
	2.2 Conduct orientation and present training plan	None	2 Hours	<i>Training Specialist I Training Division</i> Concerned Divisions and Centers
3. Receive the certificate of completion	3. Conduct culmination activity	None	2 Hours	<i>Training Specialist I Training Division</i>
<b>TOTAL</b>			<b>8 Days and 5 Hours</b>	

## 5. Request for physical and electronic copies of IEC Materials

This service provides physical and electronic copies of Information, Education, and Campaign (IEC) materials published by the DA-NFRDI (e.g., newsletters, brochures, journals, etc.). These IEC materials contain information generated by the Institute through its research and development activities. Clients may request printed and electronic copies and claim them via pick-up or delivery through email.

<b>Office or Division:</b>	Training Division - Library Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	National Government Agencies, Non-Governmental Organization, International Organizations, Academe, and other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For physical copies</b> 1 Duly accomplished Printed IEC Materials Request Form (1 original or Google Form)		Library Unit (LU) / <a href="https://tinyurl.com/LUPhysicalIECCopies">https://tinyurl.com/LUPhysicalIECCopies</a>		
<b>For electronic copies</b> 1 Duly accomplished Electronic IEC Materials Request Form (1 original or Google Form)		<a href="https://tinyurl.com/LUElectronicIECCopies">https://tinyurl.com/LUElectronicIECCopies</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the request form	1.1 Receive and acknowledge request	None	5 minutes	Librarian II Library Unit
	1.2 Verify the availability of	None	30 minutes	Librarian II

	requested IEC materials			
	1.3 Preparation and documentation of available IEC materials or Curation of e-copies of IEC materials and preparation of documentation	None	2 days	Librarian II
	1.4 Notify client on the status of prepared IEC materials	None	5 minutes	Librarian II
2. Receive notification and pick-up requested IEC materials or receive e-copies of IEC materials	2. Release IEC materials to the client	None	10 Minutes	Librarian II
<b>TOTAL</b>			<b>2 Days and 50 Minutes</b>	

## 6. Request for Certification/s and copies of Human Resource-related documents

The Human Resource Management Section issues various certifications and other related HR documents such as Certificate of Employment, Certificate of No Pending Administrative Case, Certificate of Good Moral Character, as well as Copy of Service Record, IPCR, and SALN, among others.

<b>Office or Division:</b>	Finance and Administrative Division (FAD) - Human Resource Management Section (HRMS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Former NFRDI officials and employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
One (1) copy of accomplished physical/online request form		HRMS Office
<b>Representative</b>		
One (1) original copy of authorization letter (for representative)		Client
One (1) copy each of any government-issued ID with three (3) specimen signatures for client and representative		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished request form. If submitting through a representative, provide an authorization letter and a valid government-issued ID	1.1 Receive the accomplished request form and other requirements, if applicable	None	1 Hour	Administrative Officer II, HRMS
	1.2 Review and verify the requested document, client information, and other submitted requirements	None	2 Hours	Administrative Officer II, HRMS
	1.3 Encode and print the requested document / retrieve the requested document	None	3 Hours	Administrative Officer II, HRMS
	1.4 Review and sign the requested document / certify the requested document as a true copy	None	3 Hours	Chief, HRMS or Chief, FAD
2. Receive the requested document	2. Release the requested document	None	1 Hour	Administrative Officer II, HRMS
<b>TOTAL</b>			<b>1 Day and 2 Hours</b>	

## 7. Request for Duplicate and Certified True Copy (CTC) of NFRDI Issuances

The Records Management Section (RMS) processes requests for duplicate and Certified True Copies (CTC) of NFRDI issuances, such as NFRDI Office Orders (NOOs) and memoranda. Issuance is subject to record availability and follows established guidelines to ensure accuracy and compliance.

<b>Office or Division:</b>	Finance and Administrative Division (FAD) - Records Management Section (RMS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government (G2G)	
<b>Who may avail:</b>	All Government Agencies	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly accomplished Document Request Form (DRF) (1 original or 1 scanned copy if submitted via email)		Records Management Section (RMS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished DRF to the Records Management Section (3rd Floor)	1.1 Receive the DRF and verify the completeness of information	None	20 Minutes	Administrative Officer III, RMS
	1.2 Check if the requested record is in RMS custody	None	2 Hours	Administrative Officer III, RMS
	1.3 If the record is not available, inform the client	None	40 Minutes	Administrative Officer III, RMS
	1.4 If available, retrieve and photocopy the record	None	30 Minutes	Administrative Officer III, RMS
	1.5 Review and certify the record as a true copy	None	1 Day	Administrative Officer III, RMS
2. Receive duplicate/ CTC of the records requested	2. Release duplicate/CTC to client	None	10 Minutes	Administrative Officer III, RMS
<b>TOTAL</b>			<b>3 Hours*</b> <b>1 Day and 3 Hours**</b>	

*\*If request **cannot** be provided; \*\*If request **can** be provided*

# **CENTRAL OFFICE**

## **Internal Services**

## 1. Request for Laboratory Analysis

The Integrated Research Laboratory (IRL) provides technical support to all research and development studies through biological, chemical, microbiological, and molecular analyses of aquatic resources, as well as aquatic feeds, environmental water, and sediment samples.

<b>Office or Division:</b>	Integrated Research Laboratory (IRL)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government (G2G)			
<b>Who may avail:</b>	Technical Divisions and Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original or one (1) e-copy of Letter of Request addressed to the Executive Director and the Laboratory Manager		Client		
2. One (1) copy of the Filled-out Request for Analysis Form (GF-ADM-11)		IRL		
3. Aquatic resources sample (minimum of 250 grams)		Client		
4. Water sample (at least 1 liter)		Client		
5. One (1) original or one (1) e-copy of the Letter of Authorization		Client		
6. One (1) copy of the Customer Feedback Form (GF-ADM-15)		IRL		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request	1. Receive and acknowledge the letter of request from the concerned division	None	2 Minutes	Laboratory Manager
2. Accomplish and submit the Request for Analysis Form (GF-ADM-11).	2.1. Check if the Request for Analysis Form (GF-ADM-11) is properly filled out	None	3 Minutes	Laboratory Manager
	2.2. Document the information in the logbook (LB-ADM-01)	None	2 Minutes	Laboratory Manager
3. Submit sample/s for analysis	3.1. Check sample/s submitted based on the sample acceptance criteria	None	2 Minutes	Laboratory Manager
	3.2. Issue Claim Stub (GF-ADM-14) to the customer	None	1 Minute	Laboratory Manager
	3.3. Forward Sample/s and Job Routing Slip	None	3 Minutes	Laboratory Manager

	(GF-ADM-25) to the concerned laboratory			
	3.4. Conduct laboratory analysis	None	<b>7 days</b> for biological analysis <b>15 days</b> for chemical analysis <b>9 days</b> for microbiological analysis <b>45 days</b> for molecular analysis	Laboratory Analyst
	3.5. Encode results in the Results of Analysis Form (GF-ADM-04)	None	5 Minutes	Laboratory Manager
	3.6. Inform the customer to claim results	None	1 Minute	Laboratory Manager
4.a. Present the Claim Stub (GF-ADM-14) and valid ID	4.a. Receive the Claim Stub (GF-ADM-14) from the customer	None	1 Minute	Laboratory Manager
4.b. In case the authorized representative is not present, a Letter of Authorization should be presented	4.b. Verify the Valid ID presented by the customer	None	2 Minutes	Laboratory Manager
	4.2. Issue Results of Analysis (GF-ADM-04) to the customer	None	2 Minutes	Laboratory Manager
5. Acknowledge receipt of Results for Analysis (GF-ADM-04)	5.1. Provide the logbook to be signed by the customer.	None	1 Minute	Laboratory Manager
6. Accomplish the Customer Feedback Form (GF-ADM-15).	6.1. File the accomplished Customer Feedback Form (GF-ADM-15).	None	1 Minute	Laboratory Manager
<b>TOTAL</b>			7 Days, 26 Minutes* 15 Days, 26 Minutes ** 9 Days 26 Minutes*** 45 Days, 26 Minutes****	

\*for microbiological analysis; \*\*for chemical analysis; \*\*\*for microbiological analysis, \*\*\*\*for molecular analysis



## 2. Request for Journal References

A library service that obtains copies of information resources such as published articles or book chapters upon the request of the library client. These information resources are then retrieved through scholarly research databases and/or library networks. Requesting internal stakeholders must have a registered library account to avail of this service.

<b>Office or Division:</b>	Training Division - Library Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All NFRDI Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Document Delivery Service Request Form (Google Form)		<a href="https://tinyurl.com/LUDocumentDeliveryService">https://tinyurl.com/LUDocumentDeliveryService</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the request form <a href="https://tinyurl.com/LUDocumentDeliveryService">https://tinyurl.com/LU DocumentDeliveryService</a>	1.1 Receive and acknowledge request	None	5 Minutes	Librarian II <i>Library Unit</i>
	1.2 Verify bibliographic details of requests	None	30 Minutes	Librarian II <i>Library Unit</i>
	1.3 Check availability of documents	None	1 Hour	Librarian II <i>Library Unit</i>
	1.4 Retrieve documents through databases and/or request thru library networks	None	4 Days	Librarian II <i>Library Unit</i>
	1.5 For retrieved documents, arrange details for document delivery  Note: A Copy of the requested resources will be shared through Google Drive with 1 month expiration of access	None	10 Minutes	Librarian II <i>Library Unit</i>
2. Receive requested document/s	2. Notification and delivery of documents to clients	None	5 Minutes	Librarian II <i>Library Unit</i>
<b>TOTAL</b>			<b>4 Days, 1 Hour and 50 Minutes</b>	

### 3. Request for Facility Use -

#### A. Conference Room

The General Services Section (GSS) processes the requests for the use of conference room for official use.

<b>Office or Division:</b>	Finance and Administrative Division (FAD) - General Services Section (GSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (G2G)			
<b>Who may avail:</b>	All NFRDI Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Conference Room		General Services Section (GSS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit a request form to the General Services Section (Upper Ground Floor).	1.1 Receive the request and review the information indicated	None	30 Minutes	Administrative Officer III
	1.2 Approve the requested facility is available	None	30 Minutes	Administrative Officer III
<b>TOTAL</b>			<b>1 Hour</b> (if the conference room is available)	

#### B. Service Vehicle

The General Services Section (GSS) processes the requests for the use of conference room and service vehicles (within Metro Manila or with Official Travel Order) for official business with other government agencies.

<b>Office or Division:</b>	Finance and Administrative Division (FAD) - General Services Section (GSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (G2G)			
<b>Who may avail:</b>	All NFRDI Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Service Vehicle		General Services Section (GSS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Fill out and submit a request form to the General Services Section (Upper Ground Floor).	1.1 Receive the request and review the information indicated	None	30 Minutes	Administrative Officer III

	1.2 Check the availability of service vehicles and inform the requestor if approved or if the service vehicle is not available	None	30 Minutes	Administrative Officer III
	1.2 Approve the requested facility is available	None	30 Minutes	Administrative Officer III
<b>TOTAL</b>			<b>1 Hour</b> (if the service vehicle is available)	

#### 4. Request for Certificate of No Unliquidated Cash Advance

The Accounting Section provides a Certificate of No Unliquidated Cash Advance (CA) to NFRDI Employees.

<b>Office or Division:</b>	Finance and Administrative Division (FAD) - Accounting Section (AS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	NFRDI permanent employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the request form to the Accounting Section	1.1 Receive the request form	None	10 minutes	Accountant III
	1.2 Accounting Staff to check in E-NGAs if there's possible Unliquidated CA. If positive, return request and inform the concerned employee	None	20 minutes	Accountant III
	1.3 If there is no unliquidated CA, issue the Certificate	None	20 minutes	Accountant III
2. Receive certificate of no unliquidated CA	2. Record in the logbook and release the certificate	None	20 minutes	Accountant III
<b>TOTAL</b>			<b>1 Hour and 10 minutes</b>	

## 5. Request for Certification/s and copies of Human Resource-related documents

The Human Resource Management Section issues various certifications and other related HR documents such as Certificate of Employment, Certificate of No Pending Administrative Case, Certificate of Good Moral Character, as well as Copy of Service Record, IPCR, SALN, among others.

<b>Office or Division:</b>	Finance and Administrative Division (FAD) - Human Resource Management Section (HRMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	NFRDI officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
One (1) copy of accomplished physical/online request form		HRMS Office		
<b>Representative</b>				
One (1) original copy of authorization letter (for representative)		Client		
One (1) copy each of any government-issued ID with three (3) specimen signatures for client and representative		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a duly accomplished request form. If submitting through a representative, provide an authorization letter and a valid government-issued ID	1.1 Receive the accomplished request form and other requirements, if applicable	None	1 Hour	Administrative Officer II, HRMS
	1.2 Review and verify the requested document, client information, and other submitted requirements	None	2 Hours	Administrative Officer II, HRMS
	1.3 Encode and print the requested document / retrieve the requested document	None	3 Hours	Administrative Officer II, HRMS
	1.4 Review and sign the requested document / Certify the requested	None	3 Hours	Chief, HRMS or Chief, FAD

	document as a true copy			
2. Receive the requested document	2. Release the requested document	None	1 Hour	Administrative Officer II, HRMS
<b>TOTAL</b>			<b>1 Day, 2 Hours</b>	

## 6. Request for Duplicate and Certified True Copy (CTC) of NFRDI Issuances

The Records Management Section (RMS) processes requests for duplicate and Certified True Copies (CTC) of NFRDI issuances, such as NFRDI Office Orders (NOOs) and memoranda. Issuance is subject to record availability and follows established guidelines to ensure accuracy and compliance.

<b>Office or Division:</b>	Finance and Administrative Division (FAD) - Records Management Section (RMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (G2G)			
<b>Who may avail:</b>	All NFRDI Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Document Request Form (DRF) (1 original or 1 scanned copy if submitted via email)		Records Management Section (RMS)		
<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 accomplished DRF to the Records Management Section (3rd Floor)	1.1 Receive the DRF and verify the completeness of information	None	20 Minutes	Administrative Officer III, RMS
	1.2 Check if the requested record is in RMS custody	None	2 Hours	Administrative Officer III, RMS
	1.3 If the record is not available, inform the client	None	40 Minutes	Administrative Officer III, RMS
	1.4 If available, retrieve and photocopy the record	None	30 Minutes	Administrative Officer III, RMS
	1.5 Review and certify the record as a true copy	None	1 Day	Administrative Officer III, RMS
2. Receive duplicate/ CTC of the records requested	2. Release duplicate/CTC to client	None	10 Minutes	Administrative Officer III, RMS
<b>TOTAL</b>			<b>3 Hours</b> <b>1 Day and 3 Hours</b>	

*\*If request cannot be provided; \*\*If request can be provided*

# **NFRDI CENTERS**

## **External Services**

## 1. Request for Resource Person

The NFRDI national centers provide technical assistance through the provision of resource personnel for research-related activities on freshwater, brackishwater, and marine aquaculture.

<b>Office or Division:</b>	Brackishwater Fisheries Research and Development Center (BFRDC) Freshwater Fisheries Research And Development Center (FFRDC) Marine Fisheries Research And Development Center (MFRDC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	National Government Agencies, Non-Governmental Organization, International Organizations, Academe, and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request/Invitation addressed to the Executive Director through the Division Chief (1 Original / 1 e-copy)		Client		
2. Briefer with Program of Activities (1 Original / 1 e-copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Records Management Section via their email address <a href="mailto:records@nfrdi.da.gov.ph">records@nfrdi.da.gov.ph</a>	1.1 Receive, process, and forward to OED	None	1 Hour	Administrative Officer III, RMS
	1.2 Receive letter request and attach action slip	None	20 Minutes	Administrative Assistant III, OED
	1.3 Indicate desired action on the action slip	None	2 Days	Executive Director, OED
	1.4 Forward to the concerned center	None	20 Minutes	Administrative Assistant III, OED
	1.5 Receive letter request and action slip	None	20 Minutes	Science Research Specialist I, Centers
	1.6 Deliberate with the concerned section if the request can be delivered	None	2 Hours	Chief Science Research Specialist, Centers
2. Receive a confirmation email indicating the result of the request	2. Inform the client of the details of the resource speaker, referral to another division, or denial of request	None	1 day	Science Research Specialist I, Centers
<b>TOTAL</b>			<b>3 Days, 4 Hours</b>	

## 2. Request for Information

The NFRDI national centers provide technical assistance through the provision of information on NFRDI research-related topics such as freshwater, brackishwater, and marine aquaculture.

<b>Office or Division:</b>	Brackishwater Fisheries Research and Development Center (BFRDC) Freshwater Fisheries Research And Development Center (FFRDC) Marine Fisheries Research And Development Center (MFRDC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	National Government Agencies, Non-Governmental Organization, International Organizations, Academe, and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Executive Director through the Division Chief (1 Original / 1 e-copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Records Management Section via their email address <a href="mailto:records@nfrdi.da.gov.ph">records@nfrdi.da.gov.ph</a>	1.1 Receive, process, and forward to OED	None	1 Hour	Administrative Officer III, RMS
	1.2 Receive letter request and attach action slip	None	20 Minutes	Administrative Assistant III, OED
	1.3 Indicate desired action on the action slip	None	2 Days	Executive Director, OED
	1.4 Forward to the concerned center	None	20 Minutes	Administrative Assistant III, OED
	1.5 Receive letter request and action slip	None	20 Minutes	Science Research Specialist I, Centers
	1.6 Deliberate with the concerned section if the request can be delivered	None	2 Hours	Chief Science Research Specialist, Centers
2. Receive a confirmation email indicating the result of the request	2.1 If the request cannot be delivered, inform the client of the referral to another division/agency or denial of request	None	1 Day	Science Research Specialist I, Centers
	2.2 For approved request, prepare information requested	None	5 Days	Science Research Specialist I, Centers
	2.3 Review and approve prepared information	None	1 Day	Chief Science Research Specialist, Centers



3. Receive information requested	3. Send information to client	None	10 Minutes	Science Research Specialist I, Centers
<b>TOTAL</b>			<b>3 Days, 4 Hours*</b> <b>9 Days, 4 Hours, 10 Minutes**</b>	

*\*If request cannot be delivered; \*\*If request can be delivered*

### 3. Request for Fish Seed Stocks for Walk-in Clients

The FFRDC distributes fingerlings in support of fisheries and aquaculture stakeholders.

<b>Office or Division:</b>	Freshwater Fisheries Research And Development Center (FFRDC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	National Government Agencies, Non-Governmental Organization, International Organizations, Academe, and other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client Request Form (1 original copy)		FFRDC Training and Extension Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Client Request Form and Fish Seed Request Form	1.1 Check availability of fishes and seek for approval of the Center Chief	None	30 Minutes	SRS I FFRDC
	1.2 Prepare the requested fishes, including documentation	None	30 Minutes	SRS I FFRDC
2. Receive seedstock	2. Actual distribution (loading and packing)	None	30 Minutes	SRS I FFRDC
<b>TOTAL</b>			<b>1 Hour, 30 Minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Client Satisfaction Measurement (CSM) Questionnaire and drop it at the designated drop box in the Public Assistance and Complaints Desk (PACD)  Send us an email at <a href="mailto:complaints@nfrdi.da.gov.ph">complaints@nfrdi.da.gov.ph</a>
How feedbacks are processed	The Administrative Officer compiles and records all feedback submitted. For feedback requiring answers, they are forwarded to the relevant sections, and they are required to answer within three (3) days upon the receipt of the feedback.
How to file a complaint	Accomplish the Client Satisfaction Measurement (CSM) Questionnaire and drop it at the designated drop box in the Public Assistance and Complaints Desk (PACD).  Send us an email at <a href="mailto:complaints@nfrdi.da.gov.ph">complaints@nfrdi.da.gov.ph</a>
How complaints are processed	Complaints are forwarded to the Grievance Machinery Committee for appropriate action.
Contact Information of CCB, PCC, ARTA	<p><b>Contact Center ng Bayan (CCB)</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565</p> <p><b>Presidential Complaint Center (PCC)</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Anti-Red Tape Authority (ARTA)</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Hotline 1-ARTA (1-2782) PLDT (02) 8246-7940</p>

## List of Offices

Office	Address	Contact Information
NFRDI Central Office	Fisheries Building Complex, BPI Compound, Barangay Vasra, Quezon City	oed@nfrdi.da.gov.ph
FFRDC	Brgy. Butong, Taal Batangas	ffrdc@nfrdi.da.gov.ph
MFRDC	Brgy. Sto. Niño, Guiuan, Eastern Samar	mfrdc@nfrdi.da.gov.ph
BFRDC	Pacita, Lala, Lanao del Norte	bfrdc@nfrdi.da.gov.ph
FBC	National Freshwater Fisheries Technology Center (BFAR-NFFTC) inside Central Luzon State University Compound in Muñoz, Nueva Ecija.	fbc@nfrdi.da.gov.ph