



Republic of the Philippines  
Department of Science and Technology  
**PHILIPPINE COUNCIL FOR INDUSTRY, ENERGY AND EMERGING  
TECHNOLOGY RESEARCH AND DEVELOPMENT (PCIEERD)**

## MEMORANDUM

TO : **ALL PERSONNEL**

FROM :  **DR. ENRICO C. PARINGIT**  
Executive Director

SUBJECT : **PCIEERD's Document Management Protocol**

DATE : 13 October 2021

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In the exigency of delivering services and compliance to Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and Republic Act No. 6713 otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and Employees", **all personnel** are hereby enjoined to adhere to attached Document Management Protocol.

For monitoring purposes, all Division Secretaries are requested to generate a monthly report on the status of incoming documents requiring action which will be presented in the PMT Meeting every 2<sup>nd</sup> week of the month.

Thank you and please be guided accordingly.

/OED I-21-0823-35  
/FAD-Records Section

Philippine Council for Industry, Energy and Emerging  
Technology Research and Development



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## **DOCUMENT MANAGEMENT PROTOCOL**

### **I. Purpose of this Protocol**

This Protocol establishes standard process on document control and records management both in physical and electronic form.

### **II. Objectives**

The established protocol will enable all concerned personnel to track received, transmitted and communicated documents and ensure compliance with existing issuances, as contained in the PCIEERD Memorandum issued on 12 August 2021 with subject, "Observance of the applicable laws and other related guidelines on the official documents and requests needing action" (Annex A).

Document management achieves this overall goal through the following objectives:

- a. To facilitate the expeditious and timely actions on documents received; and
- b. To maximize the availability of a tracking and repository system called 'Tracking, Retrieval, Archiving of Communications for Efficiency' or 'TRACE'.

### **III. Definition of Terms**

- **Document** – a piece of written, printed, or electronic instrument that provides information or evidence and serves as an official record
- **External Client** – stakeholders outside the organization
- **Internal Client** – personnel within the organization
- **Official Communication** – communications received from internal and external clients containing official/business-related information, reports, notices, requests, and announcements
- **Incoming** – barcoded communication received from external and internal clients through email and/or courier
- **Outgoing** – barcoded communication sent out to intended recipients through courier and/or email



#### IV. Document Management Process

- All official communications should be inputted in the TRACE system.
- All communications should only be properly coursed through the following channels:

##### **Physically:**

Philippine Council for Industry, Energy, and Emerging  
Technology Research and Development (DOST-PCIEERD)  
4th and 5th Level Science Heritage Bldg., Science Community Complex,  
Gen. Santos Avenue, Bicutan, Taguig City 1631, Philippines

##### **Electronically:**

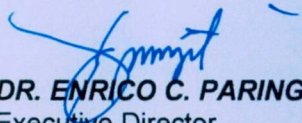
- External Clients – [pcieerd@pcieerd.dost.gov.ph](mailto:pcieerd@pcieerd.dost.gov.ph)
  - Internal Clients – [records@pcieerd.dost.gov.ph](mailto:records@pcieerd.dost.gov.ph)
  - Individual – official PCIEERD gov email
- All communications that are confidential in nature should be labelled appropriately and directly coordinated to the Head of Records Section for proper logging in the TRACE.
  - All communications directly sent to personnel should be properly logged by the Division Secretary concerned and be forwarded to the Records Section for appropriate documentation in TRACE as incoming.
  - All incomings requiring response and/or submission should have corresponding official document as outgoing in TRACE.
  - All personnel must update and provide action taken on the assigned communications in the remarks section of TRACE.
  - All Secretaries are expected to assist in monitoring and updating the status of communications assigned to Division.
  - All personnel may refer to Records Section Process Flow (Annex B) and TRACE Manual (Annex C) for further reference and guidance.





**MEMORANDUM**

TO : ALL PCIEERD PERSONNEL

FROM :  **DR. ENRICO C. PARINGIT**  
Executive Director

SUBJECT : **Observance of the applicable laws and other related guidelines on the official documents and requests needing action**

DATE : **17 August 2021**

Everyone is enjoined to strictly observe and follow the provisions of applicable laws (see Appendix) and other related guidelines involving any official transactions be it administrative and/or project related.

Relative to the requirements specified under section V of Republic Act 6713 otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and Employees", all official documents and requests shall be acted upon **within 15 working days**. Moreover, Section 21 of Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" provides penalty and liabilities for employees and officials who perform or cause the performance of the following acts such as "failure to render government services within the prescribed processing time on any application or request without due cause".

In view of the above-cited provisions of applicable laws to expeditiously act on documents needing action, please be guided on the strict enforcement of the **PCIEERD A.O. No. 2020-001 Series of 2020: Designating Authorized Document Signatories/Approving Officials**. Moreover, section 3 of ARTA Memorandum Circular No. 2020- 06 series of 2020 **allows the use of electronic signature in lieu of physical signature** to cope with the requirement of the law particularly during the pandemic. This is in line with sections 6 and 7, Chapter II of Republic Act 8792 or the Electronic Commerce Act of 2000 which provide legal recognition of electronic data messages and electronic documents. Guidelines prescribed under PCIEERD citizen's charter should also be dutifully abided.

**However, in cases where requests need additional documents or data from requesting parties to be able to proceed with evaluation, these shall be communicated through email by the concerned Division Chiefs to facilitate the process. Signatory for letters bearing final decision/s on requests shall still be the undersigned.**

For strict compliance.

/PCMD

Philippine Council for Industry, Energy and Emerging  
Technology Research and Development



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## APPENDIX

Section V of Republic Act 6713 otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and Employees", all official documents and requests shall be acted upon within 15 working days in accordance with the provisions of the said R.A. 6713 to wit:

*In the performance of their duties, all public officials and employees are under obligation to:*

*(a) Act promptly on letters and requests. - All public officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public. The reply must contain the action taken on the request.*

....

*(c) Process documents and papers expeditiously. - All official papers and documents must be processed and completed within a reasonable time from the preparation thereof and must contain, as far as practicable, not more than three (3) signatories therein. In the absence of duly authorized signatories, the official next-in-rank or officer in charge shall sign for and in their behalf.*

*(d) Act immediately on the public's personal transactions. - All public officials and employees must attend to anyone who wants to avail himself of the services of their offices and must, at all times, act promptly and expeditiously.*

Section 21 of Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" provides penalty and liabilities for employees and officials who perform or cause the performance of the following acts:

- a. Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
- b. Imposition of additional requirements other than those listed in the Citizen's Charter;
- c. Imposition of additional costs not reflected in the Citizen's Charter;
- d. Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;
- e. Failure to render government services within the prescribed processing time on any application or request without due cause;
- f. Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break
- g. Failure or refusal to issue official receipts;
- h. Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.



RECORDS SECTION - FINANCE AND ADMINISTRATIVE DIVISION		
STRATEGIC OBJECTIVE	TASKS	Responsible Records Section Personnel
Data Management in PCIEERD's TRACE and DOST's ERMS	<b>1. Act on incoming documents received through emails:</b>	ERConde, NTEvangelista, LAAberte
	1.1 open emails from Outlook and Yahoo email accounts, download attachments, and print	
	1.2 assign document ID-barcode, scan, and save in folder	
	1.3 input in TRACE, upload attachments, tag concerned personnel	
	1.4 post all general information documents in eliham (if applicable)	
	1.5 route hard copies to OED and concerned Divisions	
	<b>2. Act on incoming documents received through deliveries or couriers:</b>	NTEvangelista, LAAberte
	2.1 check completeness of documents, sort	
	2.2 assign document ID-barcode, scan and save in folder	
	2.3 input in TRACE, upload attachments, tag concerned personnel	
	2.4 post all general information documents in eliham (if applicable)	
	2.5 route original copies to OED and concerned Divisions	
	<b>3. Route hard copy of incoming documents to concerned Divisions</b>	NTEvangelista, LAAberte
	<b>4. Act on outgoing documents</b>	NTEvangelista, LAAberte
	4.1 check completeness, e.g. names, addresses, attachments, delivery receipts	
	4.2 assign barcode, scan, and save in folder	
	4.3 input in TRACE	
	4.4 input in DOST ERMS	RAVeloso
	4.5 sort and prepare master list for pickup of courier	RAVeloso, LAAberte
	4.6 deliver documents to various agencies through messengerial services	RAVeloso
	4.6.1 within DOST Bicutan compound	RAVeloso, LAAberte
	4.6.2 within Metro Manila (outside DOST Bicutan compound)	RAVeloso