

PHILIPPINE NUCLEAR RESEARCH INSTITUTE

Client Satisfaction Measurement Report

2024 (1st Edition)

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Overview

The Philippine Nuclear Research Institute, one of the research and development institute under the Department of Science and Technology, offers various services to the general public. It administers survey after each transaction as part of the implementation of its Quality Management System. A summary of different metrics pertaining to the satisfaction of PNRI customers is indicated in Table 1. The Philippine Nuclear Research Institute achieved an overall score of **99.41%**. Internal and external components of this score is also presented in the same table. The following metrics were taken from the **5,222** survey respondents that were gathered throughout the year from different service providing unit of the institute.

Table 1: Summary of ARTA Metrics attained by PNRI

	Score (Internal)	Score (External)	Score (Internal & External)
CC Awareness ¹	39.30%	30.06%	34.26%
CC Visibility	37.87%	36.02%	36.86%
CC Helpfulness	37.91%	36.30%	37.04%
Response Rate ²	30.29%	16.17%	20.40%
Overall Score	99.76%	99.14%	99.41%

Scope

This customer satisfaction measurement report covers all the survey conducted during the calendar year 2024 for the internal and external services rendered by the Philippine Nuclear Research Institute. The internal and external components of this report will be presented separately. Customers outside the PNRI will be referred as external customers. On the other hand, PNRI employees (permanent and Contract of Service personnel) and personnel from other DOST-related agencies will be referred as internal customers.

The main and sole office of the Philippine Nuclear Research Institute is located at Commonwealth Avenue, Diliman, Quezon City. Transactions for external services are mainly conducted at Interim PNRI One-Stop-Shop (iPOSSH) located at the right-side building near the PNRI back gate. However, due to the dilapidated state of the building it was deemed no longer safe to carry through transactions. As of September 2024, it was relocated to a room on 1st floor of the NART Building.

Clients can submit their application online through the PNRI Nuclear Services Web Portal prior to their arrival at PNRI. Step-by-step procedure for the service they have availed is indicated in the agency's Citizen's Charter. After a transaction, customers were given survey form to rate the service they have availed either through physical survey form or online survey. The data for this report came from various service providing unit of PNRI.

¹ Data for CC Awareness, Visibility, and Helpfulness were only for the period Q2-Q4 2024. The 6th version of the PNRI Customer Satisfaction Survey Form which includes the CC questions were only effective April 01, 2024.

² Some service providing unit was not able to provide the total number of transactions for the calendar year 2024. The overall response rate indicated in Table 1 were taken from the services in the Citizen's Charter (including the Services that are not in the CC) with provided total number of transactions and number of respondents. These are the services in Table 2 and Table 3 with response rate on the 7th column.

Table 2: Response Rate of External Services (2024)

Unit	No.	External Service	No. of Respondents	Total Transaction	Min. No. of Respondents	Response Rate
LRES	1*	Issuance of New/Amendment of Radioactive Material License	228	381	192	59.84%
		Issuance of Renewed RAM License				
	2	Issuance of Certificate of Exemption (COE) and Other Certifications	32	40	36	80.00%
	3	Issuance of Certificate of Release of Radioactive Materials (COR) from the Bureau of Customs	219	378	191	57.94%
IES	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	86	86	70	100%
	5	Issuance of Permit to Transport	105	832	263	12.62%
RPSS	6**	OSL Personnel Monitoring Services	91	8,161	367	1.12%
		TLD Personnel Monitoring Services	9	462	210	1.95%
	7*	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	109	877	267	12.43%
		Calibration of Radiation Monitoring Instruments				
	8*	Radiation Control: Swipe Sample Analysis	23	305	170	7.54%
		Radiation Control: Leak Testing of Sealed Sources				
		Radiation Control: Lease of Survey Meter				
	9	Radiation Control: Radiation Monitoring and Hazards Evaluation	5	9	9	55.56%
	10	Lease of Moisture Density Gauge	0	4	4	0%
	11*	Temporary Storage of Radioactive Material	18	49	44	36.73%
		Radioactive Waste Management Services				
ISS	12	Electron Beam Irradiation Services	161	172	119	93.60%
	13	Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (ObS)	225	238	147	94.54%
	14	Gamma Irradiation Services: Multipurpose Irradiation Facility	157	165	116	95.15%
NATAS	15	Radiometric and Chemical Analysis	58	463	210	12.53%
ITS	16	Gamma Column Scanning	NA	NA	NA	-
ESS	17	Instrument Repair: Survey Meter	66	-	-	-
BMRS	18	Microbiological Analysis	19	23	22	82.61%
	19	Cytogenetic Analysis	5	6	6	83.33%
NTC	20*	Nuclear Training Services: Application to Training Courses	390	-	-	-
		Nuclear Training Services: Response to Request for Training Course				
		Nuclear Training Services: Processing of OJT Application				
		Nuclear Training Services: Processing of Application for Thesis/Research Advisorship Program				
NIDS	21	Nuclear Awareness Seminars and Exhibits	NA	NA	NA	-
	22	Guided Tour of PNRI Facilities	544	558	228	97.49%
	23*	Library Services	22	27	25	81.48%
		Online Library Services				
Other Services Not Included in the Citizen’s Charter						
NROS	24	Facility Tour/Visit	156	-	-	-
	25	Reactor Training Seminar	30	33	-	90.91%
	26†	On-The-Job Training (OJT)	59	-	-	-
	27††	Thesis/Research Advisorship	19	-	-	-
	28†	Work Immersion	12	-	-	-

Table 3: Response Rate of Internal Services (2024)

Unit	No.	Service Delivered	No. of Respondents	Total Transaction	Min. No. of Respondents	Response Rate
PPS, AS, BS	1 [†]	Processing of Purchase Request	-	-	-	-
	2 [†]	Processing and Approval of Purchase Order (PO) and Job Order	-	-	-	-
	3 [†]	Processing of Payment for Purchase Orders (PO), Job Orders (JO) and Contracts	-	-	-	-
BS, AS	4 [*]	Processing of Government Obligation and Payment of Various Reimbursements	24	3,906	350	0.61%
		Processing of Government Obligation and Payment for IOTs and LTOs				
HRMRCS	5	Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal)	264	284	164	92.96%
CS	6	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	21	-	-	-
	7	Disbursement of Checks/ADA Preparation	NA	NA	NA	-
GSS	8	Request for Use of PNRI Vehicle	NA	NA	NA	-
	9	Request for Equipment/Materials Brought In/Out to PNRI	NA	NA	NA	-
	10 [*]	Request to Work during Weekends and Holidays	-	-	-	-
	11	Request for Carpentry, Electrical/ Telephone and Plumbing Works	103	-	-	-
	12	Request for Photocopying and Printing Services	30	-	-	-
Other Internal Services Not Included in the Citizen's Charter						
PPS	13	Issuance of Supplies	131	131	98	100%
MISS	14	Helpdesk Request	969	969	275	100%
ICS	15	Processing of Indorsement	185	216	138	85.65%
HR	16	Request to Work during Weekends and Holidays (SO from HR)	142	156	111	91.03%
ESS	17	Welding/Fabrication/Machining/Installation/Assembly	65	-	-	-
	18	Diagnose/Troubleshoot/Repair	177	-	-	-
	19	Cleaning/Check-up/Preventive Maintenance	51	-	-	-
	20	3D Design/Modelling/Printing	58	-	-	-
	21	Other Technical Assistance	68	-	-	-
BDS	22	IP/Business/Technology Transfer Consultation	6	-	-	-
AS	23	Conduct of Accounting Seminar	55	-	-	-
	24	Request for SOA	8	-	-	-
PS	25	Assistance to Planning Workshop	11	-	-	-
MC	26	Consultation and Vaccination	6	-	-	-

Notes:

* These services are listed separately in the Citizen's Charter, but the record is combined with the other service/s.

** These services are listed as one in the Citizen's Charter, but the record is divided into two/or more.

† On-The-Job Training (OJT), a service availed by college students, is catered by multiple sections of PNRI. For this year, there were 59 OJT respondents from ESS, CRS, BMRS, NROS. On the other hand, Work Immersion is focus on providing real life work experience to Senior High School students.

†† Similar to OJT, Thesis/Research Advisorship is catered by multiple sections of PNRI. Respondents came from NMRS and CRS

‡ These services require the involvement of multiple sections of Finance and Administrative Division (FAD). There was confusion on how to conduct a survey to these services as it is also a core function of different office. The PNRI CART has resolved this during the meeting conducted in January 28, 2025. CSM result for these services will be reflected in the succeeding CSM report.

◆ This service was specifically catered for contractors who wish to work during weekend or holiday. However, the same service can be requested by PNRI employee at HRMRCS for the processing of PNRI Special Order to work on weekend/holiday. The former is already included in the PNRI CC, but not the latter. Process owner was already advised to have it enrolled in PNRI CC the same with other services that are not yet included in the CC.

The response rate for external customers is evidently low as shown in Table 2. Out of the 28 listed services, only twenty one (21) services were able to provide the total number of transactions which allowed us to get the response rate and the minimum number of required survey based on the ARTA's provided CSM Sample Size Calculator. From these 21 services, only eight (8) services was able to attain the minimum number of respondents. Upon investigation, it was found out that some process owners would implement a quota system for their CSM survey. This limits their number of respondents and does not comply with ARTA MC 2022-05 section 4.3.2 which states that a CSM should be conducted after each completed transaction. A significantly large portion of the overall transaction for external services can be attributed to RPSS. OSL Personnel Monitoring services alone have 8,161 transactions. Thus, it has a very large impact on the overall response rate of the institute. In the case of NATAS, some customers would avail 2 or more services³ at the same time; however, only one survey is given after the transaction. This resulted to a higher number of transaction and a low response rate.

As part of PNRI's commitment to continuous improvement, actions were being done to address the concern regarding low response rate. In fact, we have seen some improvement – the agency was able to increase the response rate from 8.48% (2023) to 16.17% (2024). The current response rate is far from what the agency considers as acceptable, but it the increase was a good indication.

Ten (10) services did not have CSM report/provided data. The reasons as to why these services did not have any survey is enumerated in Table 4. Majority of the services are internal services which have concerns that require the attention of PNRI Committee on Anti-Red Tape (CART).

Table 4: Services with no rendered service and no provided data for the calendar year 2024

Service Provider	Service Delivered	Remarks
EXTERNAL		
ITS	Column Scanning Services	No service rendered
NIDS	Nuclear Awareness Seminars and Exhibits	No service rendered
RPSS	Lease of Moisture Density Gauge	There was a transaction for this service. There was no data submitted for this service
INTERNAL		
PPS, AS, BS	Processing of Purchase Request	The PNRI CART held meeting in which one of the agenda was to reconcile the CSM survey gathering for these services. This will be reflected in the succeeding CSM report.
	Processing and Approval of Purchase Order (PO) and Job Order	
	Processing of Payment for Purchase Orders (PO), Job Orders (JO) and Contracts	
CS	Disbursement of Checks/ADA Preparation	This is already part of the Cash Section's existing function.
GSS	Request for Use of PNRI Vehicle	This service was constantly availed by PNRI employees but no CSM data were submitted.
	Request for Equipment/Materials Brought In/Out to PNRI	Both services are catered toward PNRI contractors and are rarely requested. No information whether there was a transaction for these services.
	Request to Work during Weekends and Holidays	

³ Although listed in the PNRI CC as one service, Radiometric and Chemical Analysis have different type analysis which the customer can avail (e.g. gammametric analysis, elemental analysis by XRF). Kindly refer to the PNRI CC for more details.

Methodology

A survey form with document code PNRI-CSM-01 is given to customers after a service was rendered. Sample copy of this form is attached in Annex A of this report. For the calendar year 2024, PNRI used two versions of this form. The 5th version, which was used until 31 March 2025, does not contain three (3) Citizen's Charter awareness questions and one (1) overall satisfaction question. To comply with ARTA's requirements, the form was revised effective at the start of the second quarter. Kindly refer to Annex B for the 6th revision of PNRI-CSM-01.

The survey form was divided into three (3) parts. The first part aims to capture the demographic profile of the customer which includes their name, age, sex, address and contact information. The second part of the survey, which was added in the 6th revision, includes the three CC awareness questions. These questions were taken/adapted from the Annex A.i and A.ii of ARTA Memorandum Circular 2022-05. Lastly, a 5-point Likert scale is included in the third part of the survey. Customers can rate the service they availed using the system provided in Table 5. Kindly note that 'NA' is also an option that customers can opt to choose should a service dimension does not apply to the service rendered by the providing unit (e.g. cost as a service dimension may not be applicable to waived services).

Table 5: Adjectival description on the Likert scale

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

Following the PNRI Quality Manual PM-PNRI-09-01, process owners from different service providing unit submit their raw data to the Quality Management Representative at the end of each quarter. This raw data will be analyzed, reported, and posted at the PNRI website's Transparency Seal. The quarterly data are stored and consolidated at the end of the year to draft the PNRI Annual CSM Report. Services are evaluated using the formula below.

$$S = \frac{N_{SA} + N_A}{N_T - N_{NA}}$$

where:

- N_{SA} – the number of respondents who answered “Strongly Agree”
- N_A – the number of respondents who answered “Agree”
- N_T – the total number of respondents
- N_{NA} – the total number of respondents who answered “Not Applicable”

Following ARTA Memorandum Circular 2023-05 Section 3.2, the scores using the abovementioned formula will be interpreted as follows. One of the quality objectives of PNRI is to achieve a Very Satisfactory rating.

Table 6: Interpretation of the Overall Score based on ARTA MC 2023-05

Percentage	Rating
Below 60%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

Data & Interpretation

A. Demographic Profile

The first part of the survey form gathers data regarding the demographic profile of the customer. Table 7, 8, and 9 show the consolidation of the demographic profile of internal and external customers for the calendar year 2024. Both internal and external customer demographics will be discussed in this section. However, it stands to reason that external customers would be highlighted in the discussion more often as they come from a more diverse demographics.

It can be noted that majority of PNRI clients/customers are within the age bracket 20-34; about 40% for external customers while it ranges around 43% for internal clients. This shows that majority of the PNRI customers fall within the younger generation. Generally, they would prefer a more modern way of transaction in contrast to older generation which would choose a more traditional approach. The agency has long been shifting to online transaction evident by the establishment of PNRI Nuclear Services Web Portal.

Table 7: Age and Sex Distribution of PNRI customers (2024)

D1. Age	External	Internal	Overall
1. 19 or lower	13.27%	0.21%	7.33%
2. 20-34	39.68%	43.05%	41.21%
3. 35-49	15.27%	20.18%	17.50%
4. 50-64	6.78%	5.01%	5.97%
5. 65 or higher	0.70%	2.65%	1.59%
6. Did not specify	24.30%	28.90%	26.39%
D2. Sex			
1. Male	54.35%	37.91%	46.88%
2. Female	30.62%	43.77%	36.60%
3. Did not specify	15.03%	18.32%	16.53%

Most of internal clients are PNRI employees which would explain the 74.09% percentage at NCR. While 23.34% did not specify their location, it can be noted that some of internal customers put in their residential address rather than business address (PNRI) evident by the percentage in Region III Central Luzon (which is mostly employees from Bulacan) and Region IV-A.

It is apparent in Table 8 that more than 50% of PNRI external clients are within the National Capital Region. This is to be expected since the agency is located in Quezon city, and it has no

regional or satellite office. However, it is also geographically close to Region III and Region IV-A which explains a significant portion in the overall customer geographical distribution.

If we refer our attention to Table 2, the most number of transactions is attributed to OSL Personnel Monitoring Services. PNRI handles a large fraction of radiation monitoring services for workers (mainly in hospitals) all over the country. Although there is only a small fraction of customers in Visayas and Mindanao, perhaps PNRI would find it beneficial should a satellite office is established in that part of the country. Afterall, there are 140 hospitals in Visayas and 189 hospitals in Mindanao⁴. In addition, other services could be offered as well aside from the mentioned service. On a more realistic scenario, establishing a satellite office is exceptionally difficult thing to do. For now, it remains only as hopes and dreams for the future development of PNRI.

Table 8: Geographical distribution of PNRI customers (2024)

D3. Region	External	Internal	Overall
1. Region I: Ilocos Region	1.16%	0.00%	0.63%
2. Region II: Cagayan Valley	1.16%	0.00%	0.63%
3. Region III: Central Luzon	5.16%	0.97%	3.26%
4. Region IV-A: CALABARZON	14.89%	1.39%	8.75%
5. Region IV-B: MIMAROPA	0.49%	0.04%	0.29%
6. Region V: Bicol Region	0.81%	0.00%	0.44%
7. Region VI: Western Visayas	1.02%	0.00%	0.56%
8. Region VII: Central Visayas	1.05%	0.08%	0.61%
9. Region VIII: Eastern Visayas	0.25%	0.00%	0.13%
10. Region IX: Zamboanga Peninsula	0.11%	0.00%	0.06%
11. Region X: Northern Mindanao	1.16%	0.00%	0.63%
12. Region XI: Davao Region	0.81%	0.04%	0.46%
13. Region XII: SOCCSKSARGEN	0.46%	0.04%	0.27%
14. Region XIII: Caraga Region	0.14%	0.00%	0.08%
15. National Capital Region (NCR)	54.18%	74.09%	63.23%
16. Cordillera Administrative Region (CAR)	0.39%	0.00%	0.21%
17. Bangsamoro Autonomous Region in Muslim Mindanao (BARMM)	0.21%	0.00%	0.11%
18. Did not specify	16.57%	23.34%	19.65%

It is well within expectation that customers for internal services fall within government in category. About 22% of internal clients did not specify their customer type while a very small portion would avail the service as citizen. The distribution of external customers is more varied in contrast to the former. Majority of the transactions were from different businesses. Services availed by Citizen consist the 20.61% while services availed by other government institutions were composed of 18.36%. It can be noted, however, that roughly 27% of external customers did not specify their type.

Table 9: Customer type distribution (2024)

D4. Customer Type	External	Internal	Overall
1. Citizen	20.61%	2.27%	12.27%
2. Business	31.36%	0.88%	17.50%
3. Government	18.36%	74.64%	43.95%
4. Organization	2.32%	0.00%	1.26%
5. Did not specify	27.35%	22.20%	25.01%

⁴ The numbers of hospital provided includes both government and private owned hospitals. Data came DOH Health Facilities and Services Regulatory Bureau as of December 31, 2022.

Demographic Profile of External Customers



Citizen
20.61%



Business
31.36%



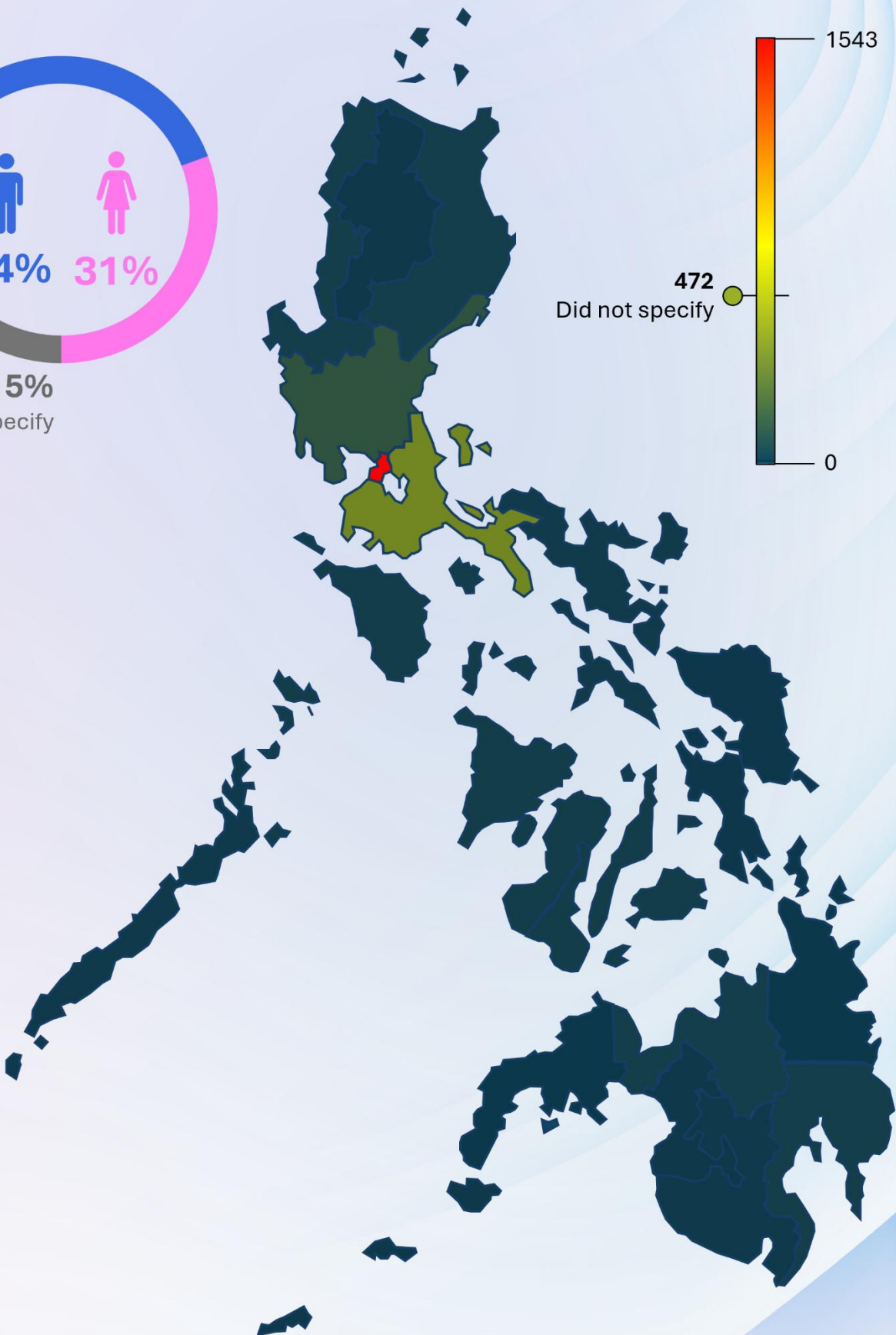
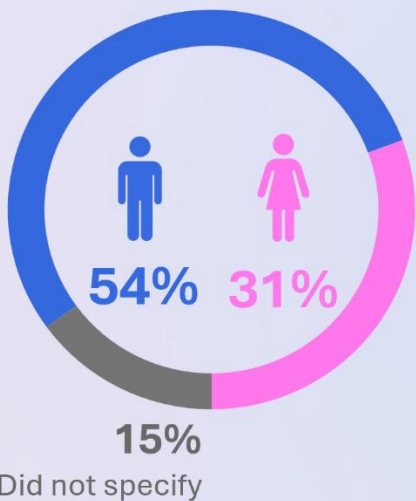
Government
18.36%



Organization
2.32%



Did not specify
27.35%



B. Count of CC and SQD Result

The CC awareness questions were added in the PNRI survey form on April 01, 2024. CC questions from the survey gathered in the first quarter of the year are counted as 'left blank' in this annual report. Take note that there are 709 surveys for external services and 493 surveys for internal services during the first quarter of 2024.

The first CC question verifies the CC awareness of the customers. Choosing options 1 and 2 means that the customer is aware of CC – hence, the sum of these two counts is included in the CC awareness in the Overview section of this report. For both internal and external services, more than 50% of the customers left this question blank. Even with the Q1 survey counted as left blank, there were still a lot of customers who tend to leave this question blank. The same scenario can be seen for CC2 and CC3. It stands to reason that the maximum CC metrics we could attain would be less than 50%. Hence, a CC awareness score of 39.30% (internal) and 30.06% (external) is well within expectation.

Similar to CC1, the combined counts of the first two options of CC2 were utilized to measure CC visibility. Internal services had a slightly higher score compared to external services – CC visibility metric were 37.87% (internal) and 36.02% (external). Overall, this trend seems to follow for all CC questions.

One of the reasons that may have caused the avoidance of answering the second part of the survey is due to a lengthy survey form. The institute has received feedback from process owners that the new survey form seems lengthy. The current (and 6th revision of the form) is no longer a one-page survey. You may notice in Annex A and B that two languages are included in the survey form. The addition of other components during the 6th revision caused it to become a two-page form. This has been discussed during the PNRI CART meeting and revision was suggested.

Table 10: Count for CC questions for Internal and External Service (2024)

Citizen's Charter Answer	Internal		External	
	Response	Percentage	Response	Percentage
CC1: Which of the following describes your awareness of the CC?				
1. I know what a CC is and I saw this office's CC.	858	36.14%	782	27.46%
2. I know what a CC is but I did not see this office's CC.	75	3.16%	74	2.60%
3. I learned of the CC only when I saw this office's CC.	30	1.26%	214	7.51%
4. I do not know what a CC is and I did not see this office's CC.	22	0.93%	267	9.38%
* The customer left the question blank	1389	58.51%	1511	53.05%
CC2: If aware of CC, would you say that the CC of this office was...?				
1. Easy to see	773	32.56%	767	26.93%
2. Somewhat easy to see	126	5.31%	259	9.09%
3. Difficult to see	8	0.34%	33	1.16%
4. Not visible at all	15	0.63%	13	0.46%
5. NA	58	2.44%	208	7.30%
* The customer left the question blank	1394	58.72%	1568	55.06%
CC3: If aware of CC, how much did the CC help you in your transaction?				
1. Helped very much	791	33.32%	838	29.42%
2. Somewhat helped	109	4.59%	196	6.88%
3. Did not help	7	0.29%	7	0.25%
4. NA	72	3.03%	229	8.04%
* The customer left the question blank	1395	58.76%	1578	55.41%

For the calendar year 2024, PNRI was able to get a total 5,222 respondents – 2,848 from external and 2,374 from internal customers. Table 11 shows the tally for the overall satisfaction question. Take note that the 6th revision of CSM survey was effective on the second quarter of 2024 in which the overall satisfaction question was added. Hence, the survey from Q1 was considered as left blank. Notice that counts on the 8th column (left blank) on Table 11 is relatively high. A large portion of it was count from the first quarter – 709 external and 493 internal. For overall satisfaction, PNRI was able to attain an outstanding rating for both internal and external services.

Table 11: Count for Overall satisfaction SQD0 (2024)

SQD0	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	*Left Blank	Total Responses	Overall
Overall Satisfaction (External)	1,798	223	7	1	1	21	797	2,848	99.56%
Overall Satisfaction (Internal)	1,740	95	2	3	0	1	533	2,374	99.73%

Table 12 shows the separate count for external and internal service quality dimensions. PNRI attained an overall score of 99.14% for external services equivalent to an Outstanding rating. It was taken from the 2,848 respondents who availed different services of PNRI. Previous score of PNRI was 99.08% which means there was an overall improvement. A 0.06% difference may seem abysmally low improvement but that is well within expectation as pushing 99% to 100% is very difficult thing. PNRI can either maintain the score or get a small improvement over time.

Keep note that columns under “NA” includes SQD which the customers left blank. Among all of the SQDs, Cost seems to standout among the rest with high number of Not applicable answers, followed by Access & Facilities. The NA count for Access & Facilities is mostly from IES Conduct of Regulatory Inspection which happens outside the PNRI premises. Secondly, some services are free (e.g. NIDS Guided Tour, Library Services) which explains the high number of NA counts. It is also apparent that Cost has the lowest score among SQDs. This situation is always observed even in the quarterly report of PNRI CSM for years which is expected. Cost has been a driving factor that customers first look into. Should there be any increase in the current price matrix, we expect that this service quality dimension would decrease.

For internal services, PNRI attained an overall rating of 99.76% calculated from 2,374 internal respondents. This is equivalent to an Outstanding rating similar to last year’s result⁵. Just like external services, SQD5 is usually not applicable. However, what stands the most is the increase of number of internal respondents. There were 1,535 respondents last year which implies that there is a 54.66% increase this year. One internal service was opened just this year (e.g. 3D Printing) so this one also contributed to the number of respondents. It can also be attributed to services requested in preparation for some major events – i.e. PNRI hosted the first International Nuclear Science Olympiad.

⁵ Last year’s internal service score was 99.73% taken from 1,535 internal respondents

Table 12: Count for SQDs for internal and external services (2024)

		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
External	Responsiveness	2,536	283	15	6	1	7	2,848	99.23%
	Reliability	2,584	241	12	1	1	9	2,848	99.51%
	Access & Facilities	2,419	288	34	1	2	104	2,848	98.65%
	Communication	2,604	215	17	3	1	8	2,848	99.26%
	Cost	2,198	327	36	3	1	283	2,848	98.44%
	Integrity	2,514	310	13	2	1	8	2,848	99.44%
	Assurance	2,477	338	22	1	2	8	2,848	99.12%
	Outcome	2,602	219	14	0	3	10	2,848	99.40%
	Overall	19,934	2,221	163	17	12	437	22,784	99.14%
Internal	Responsiveness	2,232	132	6	0	2	2	2,374	99.66%
	Reliability	2,233	132	5	0	0	4	2,374	99.79%
	Access & Facilities	2,129	153	9	0	1	82	2,374	99.56%
	Communication	2,250	117	3	0	0	4	2,374	99.87%
	Cost	718	72	6	1	0	1,577	2,374	99.12%
	Integrity	2,260	102	3	0	0	9	2,374	99.87%
	Assurance	2,249	119	3	0	0	3	2,374	99.87%
	Outcome	2,248	119	2	0	0	5	2,374	99.92%
	Overall	16,319	946	37	1	3	1,686	18,992	99.76%

With both internal and external counts, PNRI gathered a total of **5,222** respondents. PNRI attained an overall score of **99.41% (Outstanding rating)** which is ever slightly higher than the previous year⁶. Kindly refer to Table 12 for the counts per SQD.

Table 13: Combined SQD count (internal and external) and Overall Score

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
Responsiveness	4,768	415	21	6	3	9	5,222	99.42%
Reliability	4,817	373	17	1	1	13	5,222	99.64%
Access & Facilities	4,548	441	43	1	3	186	5,222	99.07%
Communication	4,854	332	20	3	1	12	5,222	99.54%
Cost	2,916	399	42	4	1	1,860	5,222	98.60%
Integrity	4,774	412	16	2	1	17	5,222	99.63%
Assurance	4,726	457	25	1	2	11	5,222	99.46%
Outcome	4,850	338	16	0	3	15	5,222	99.64%
Overall	36,253	3,167	200	18	15	2,123	41,776	99.41%

C. Overall Score per Service

In general, all external services achieved an Outstanding rating (with one exception). Out of the 28 services, eleven (11) services were able to attain 100% overall score based on the formula provided in the methodology section of this report. Due to the nature of the scoring metric, should

⁶ PNRI was able to attain an overall score of 99.31% (both internal and external)

the process owner only gets 4 and 5, the resulting overall score would be 100%. As stated in the previous PNRI Annual CSM report, this metric is too lenient on giving a high score.

Table 14 shows the overall score of external services. It is within the quality objective of the institute to attain a Very Satisfactory rating. Although the overall score of PNRI was Outstanding, one service was not able to attain a VS rating. TLD Personnel Monitoring services attained a Satisfactory score. Although ARTA only recommends a Satisfactory rating as stated in Memorandum Circular 2022-05 section 4.5.3, actions need to be addressed to have this in line with the PNRI objective. It can be observed that this services only has 9 respondents which can be easily affected by a low rated survey - and so, the importance of having a high response rate is being raised here.

The score of internal service is highlighted in Table 15. All services were able to attain an Outstanding rating. Most of the service offered to PNRI employees can be seen as not yet enrolled in PNRI CC. Process owners were advised to have it included in the next edition of the agency's Citizen Charter. Although most of them have commendable scores, there is always room for improvement. For example, the number of respondents for other services seem low even though they are frequently requested. The score for these services may not be representative of the actual service.

Table 14: Overall Score for External Services (2024)

For the calendar year 2024, PNRI received 2,848 respondents for rendered external services. This includes survey from services that are not included in the PNRI Citizen's Charter. All figures shown in the table are percentage based on the overall score formula provided by ARTA (kindly refer to the Methodology section).

Service Provider	No.	Service Delivered	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remark	No. of Respondents
LRES	1	Issuance of New/Amendment of Radioactive Material License	94.71%	96.92%	96.44%	97.80%	96.00%	98.68%	97.80%	97.80%	97.02%	O	228
		Issuance of Renewed Radioactive Material License											
	2	Issuance of Certificate of Exemption (COE) and Other Certifications	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	32
	3	Issuance of Certificate of Release of Radioactive Materials (COR) from the Bureau of Customs	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	219
IES	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	100%	100%	NA	98.81%	93.83%	100%	100%	100%	98.99%	O	86
	5	Issuance of Permit to Transport	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	105
RPSS	6	OSL Personnel Monitoring Services	98.90%	100%	96.70%	98.90%	94.51%	97.80%	96.70%	97.80%	97.66%	O	91
		TLD Personnel Monitoring Services	88.89%	88.89%	77.78%	88.89%	88.89%	100%	88.89%	88.89%	88.89%	S	9
	7	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	99.08%	100%	98.17%	97.25%	95.37%	100%	100%	100%	98.74%	O	109
		Calibration of Radiation Monitoring Instruments											
	8	Radiation Control: Swipe Sample Analysis	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	23
		Radiation Control: Leak Testing of Sealed Sources											
		Radiation Control: Lease of Survey Meter											
	9	Radiation Control: Radiation Monitoring and Hazards Evaluation	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	5
	10	Lease of Moisture Density Gauge	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
	11	Temporary Storage of Radioactive Material	100%	100%	100%	94.44%	100%	100%	100%	100%	99.30%	O	18
		Radioactive Waste Management Services											
ISS	12	Electron Beam Irradiation Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	161
	13	Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (ObS)	99.56%	100%	100%	100%	100%	100%	100%	99.56%	99.89%	O	225

	14	Gamma Irradiation Services: Multipurpose Irradiation Facility	100%	100%	100%	99.36%	100%	100%	100%	100%	99.92%	O	157
NATAS	15	Radiometric and Chemical Analysis	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	58
ITS	16	Gamma Column Scanning	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
ESS	17	Instrument Repair: Survey Meter	100%	100 %	100%	100%	100%	100%	100%	100 %	100%	O	66
BMRS	18	Microbiological Analysis	100%	100 %	100%	100%	100%	100%	100 %	100 %	100%	O	19
	19	Cytogenetic Analysis	100%	100%	100%	100%	100%	100%	100 %	100%	100%	O	5
NTC	20	Nuclear Training Services: Application to Training Courses	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	390
		Nuclear Training Services: Response to Request for Training Course											
		Nuclear Training Services: Processing of OJT Application											
		Nuclear Training Services: Processing of Application for Thesis/Research Advisorship Program											
NIDS	21	Nuclear Awareness Seminars and Exhibits	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	22	Guided Tour of PNRI Facilities	99.26%	99.07%	97.58%	98.89%	97.34%	99.63%	99.07%	99.07%	98.75%	O	544
	23	Library Services	100%	100%	86.36%	100%	100%	100%	100%	100%	98.25%	O	22
		Online Library Services											
Other External Services Not Included in the Citizen's Charter													
NROS	24	Facility Tour/Visit	98.72%	99.36%	98.08%	98.72%	100%	95.51%	95.51%	98.72%	97.84%	O	156
	25	Reactor Training Seminar	100%	100%	100%	100%	NA	96.67%	90.00%	96.67%	97.62%	O	30
	26	On-The-Job Training (OJT)	100%	100%	94.92%	100%	94.12%	100 %	98.31%	100%	98.66%	O	65
	27	Thesis/Research Advisorship	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	13
	28	Work Immersion	100%	100%	100%	100 %	100%	91.67%	100%	100 %	98.86%	O	12
Overall Score per Dimension†			99.23%	99.51%	98.65%	99.26%	98.44%	99.44%	99.12%	99.40%	99.14%	O	2,848

Notes:

† The overall score per Service Quality Dimension is the same as in Table 12

The score on each service is computed based on the metric provided by ARTA in MC 2022-05 under section 4.5.2 which specifically said, “the percentage of the respondents that rated Agree and Strongly Agree shall be used to get each SQD score”. This is also indicated in the Annex B Sample CSM Report Outline and Sample Report version 2.

Table 15: Overall Score for Internal Services (2024)

Service Provider	No.	Service Delivered	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	No. of Respondents
PPS, AS, BS	1	Processing of Purchase Request	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	2	Processing and Approval of Purchase Order (PO) and Job Order	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	3	Processing of PO, JO and Contracts	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
BS, AS	4	Processing of Government Obligation and Payment of Various Reimbursements	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	24
	5	Processing of Government Obligation and Payment for IOTs and LTOs											
HRMRCS	6	Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal)	100%	100%	100%	100%	99.46%	99.62%	100%	100%	99.90%	O	264
CS	7	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	21
	8	Disbursement of Checks/ADA Preparation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
GSS	9	Request for Use of PNRI Vehicle	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	10	Request for Equipment/Materials Brought In/Out to PNRI	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	11	Request to Work during Weekends and Holidays	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	12	Request for Carpentry, Electrical/ Telephone and Plumbing Works	100%	100%	100%	100%	NA	100%	100%	100%	100%	O	103
	13	Request for Photocopying and Printing Services	100%	100%	100%	100%	NA	100%	100%	100%	100%	O	30
Other Internal Services Not Included in the Citizen's Charter													
PPS		Issuance of Supplies	100%	100%	100%	100 %	98.77%	100 %	100%	100%	99.90%	O	131
MISS		Helpdesk Request	99.59%	99.69%	99.35%	99.79%	NA	99.79%	99.79%	99.79%	99.69%	O	969
ICS		Processing of Indorsement	99.46%	100 %	99.40%	100%	100%	100%	99.46%	100 %	99.78%	O	185
HR		Request to Work during Weekends and Holidays (SO from HR)	100 %	100 %	100%	100%	99.01%	100 %	100%	100%	99.91%	O	142
ESS		Welding/Fabrication/Machining/Installation/Assembly	100 %	100 %	100%	100%	100%	100%	100%	100%	100%	O	65
		Diagnose/Troubleshoot/Repair	98.87%	98.87%	98.24%	99.44%	98.32%	100%	100%	100%	99.26%	O	177
		Cleaning/Check-up/Preventive Maintenance	98.04%	100%	100%	100%	100%	100%	100%	100%	99.74%	O	51
		3D Design/Modelling/Printing	100%	100%	100%	100%	100 %	100%	100 %	100 %	100%	O	58
		Other Technical Assistance	100%	100 %	100%	100%	100%	100 %	100 %	100 %	100%	O	68
BDS		IP/Business/Technology Transfer Consultation	100 %	100 %	100 %	100%	75.00%	100 %	100%	100%	97.83%	O	6
AS		Conduct of Accounting Seminar	100%	100%	100%	100%	97.44%	100%	100%	100%	99.76%	O	55
		Request for SOA	100%	100 %	100 %	100 %	100%	100%	100%	100%	100%	O	8
PS		Assistance to Planning Workshop	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	11
MC		Consultation and Vaccination	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	6
Overall Score per Dimension (CC with Other Internal)			99.66%	99.79%	99.56%	99.87%	99.12%	99.87%	99.87%	99.92%	99.76%	O	2,374

Results of the Agency Action Plan reported for FY 2023

The action plan indicated in the section five of the 2023 PNRI Annual CSM Report is mainly categorized into two – Customer Transactions and Drafting of CSM.

Action Plan	Result
Update of the information billboard on the Interim One-Stop-Shop	Information billboard was updated.
A procedure on filing customer complaints and establishment of Public Assistance and Complaint Desk (PACD).	An office order was established to ensure that a PNRI personnel is always stationed at the PACD to provide assistance to the customers. Kindly refer to Annex C. It is located near the Interim One-Stop-Shop where clients usually do their transaction. It was moved to NART Lobby iPOSSH was moved to NART due to dilapidated state of the previous building.
Meticulous tracking of the total number of services rendered for external and internal services to check the response rate.	The submission of survey raw data to the Quality Management Representative is done quarterly through Microsoft Forms. One of the questions is the total number of transactions of each service. However, some process owners did not submit the total number of transactions.
Inclusion of the Citizen's Charter awareness questions (CC1-CC3) and improved demographic analysis in the succeeding annual report.	CC questions and demographic profile analysis is now included in this annual report

Continuous Agency Improvement Plan for FY 2025

Part of the PNRI's Quality Policy is Strategic maintenance and monitoring for continuous improvement - hence, it is imperative that issues or concerns that were seen on this annual report will be addressed. For the year 2025, PNRI would like to address the following: (a) improve the overall response rate of PNRI; (b) revision of PNRI CC to include services that were not yet enrolled; (c) streamline the data collection process.

Prepared by:


VALLERIE ANN I. SAMSON, Ph.D.

Deputy Director / Chair, PNRI Committee on Anti-Red Tape

Noted by:



CARLO A. ARCILLA, Ph.D.

Director

Annex A

PNRI-CSM-01 rev. 5

PNRI-CSM-01 Rev. 5/10-01-2023



PHILIPPINE NUCLEAR RESEARCH INSTITUTE
Commonwealth Ave., Diliman, Quezon City
Tel: (632) 8929-60-10 to 19 (connecting all units)
Fax: (632) 8920-16-46

Control No.:

Date:

Customer/Client Satisfaction Survey (CCSS) Form

CUSTOMER/CLIENT PROFILE: Please fill out the following information. *(Kumpletuhin ang mga sumusunod na impormasyon.)*

☐ External
☐ Internal

Name: **Age:** **Sex:** ☐ Male ☐ Female
(Pangalan) (Edad) (Kasarian)

Address: ☐ Home ☐ Business
(Tirahan)

Contact Number (Telepono): **E-mail address:**
(Sulatroniko)

Type of Customer/Client (Uri ng kliyente):

☐ **Citizen/Individual/Representative**
(private individual as transacting public)

☐ **Organization/PO**
(representative of an organization/People's Organisation)

☐ **Business/Company**
(representative of business/company firm)

☐ **Government**
(representative of other government agencies including government-owned and controlled corporations)

Name of Business, Organization, Company or Government Agency:
(Pangalan ng Negosyo, Organisasyon, Kompanya o Ahensya ng Gobyerno)

Please specify the service/s being evaluated/assessed:
(Tukuyin ang serbisyo na sinusuri)

***Anonymous ratings will not be considered**

CUSTOMER/CLIENT SATISFACTION SURVEY: Please evaluate the service provided to you by indicating with a check mark (✓) for your rating to the following criteria. *(Pakisuri ang serbisyonibinigay sa iyo sa pamamagitan ng paglagay ng tsek (✓) na marka sa sumusunod na mga pamantayan.)*

Criteria (Definition) Pamantayan (Kahulugan)	Outstanding (5)	Very Satisfactory (4)	Satisfactory (3)	Fair (2)	Poor (1)
1. Responsiveness (Delivery of prompt service or within the prescribed/agreed time) <i>Pagtugon (Naaayon sa itinakdang panahon ang ibinigay na serbisyo)</i>					
2. Reliability (Quality) (Service or product conforms to the set requirements) <i>Kalidad ng serbisyo (Ang serbisyo o produkto ay sumusunod sa kinakailangan)</i>					
3. Access & Facilities (Condition of facility; availability of equipment) <i>Kapaligiran (Lagay ng pasilidad; mayroong kagamitan)</i>					
4. Communication (Staff is polite while delivering the service) <i>Komunikasyon (Magalang ang mga kawani sa pagbibigay ng serbisyo)</i>					
5. Costs (Value for money, preferred methods of payment, timely billing) <i>Gastos (Makatarungan ang presyo at paraan ng pagbayad)</i>					
6. Integrity (There is honesty, fairness, and trust in each service) <i>Integridad (May katapatan, katarungan, at tiwala sa paggawa ng bawat serbisyo)</i>					
7. Assurance (Able to perform the service correctly; provides right solution or advice to the problem or concern) <i>Pagtitiwala (Naglingkod nang tama; nagbigay ng tamang solusyon o payo para sa suliranin)</i>					
8. Outcome (Realization of the intended benefits) <i>Resulta (Natupad ng serbisyo ang benepisyonang kailangan)</i>					
Comments and suggestions (Use the back page, if necessary) <i>Mga puna at mungkahi (Gamitin ang likuran ng pahinang ito kung kinakailangan)</i>					

Privacy Notice: The personal information included in this document should only be used for the purposes of administering the survey and are subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012. Any personal information included herein may not be used for other purposes aside from those stated above.


Privacy Notice: Ang mga personal na impormasyon sa dokumentong ito ay maaari lamang gamitin para sa layunin ng survey na ito at alinsunod sa mga alituntunin ng Batas Republika Blg. 10173 o ang Data Privacy Act of 2012. Hindi ito maaaring gamitin sa iba pang layunin maliban sa nabanggit.

Annex B

PNRI-CSM-01 rev. 6

All information provided will be treated strictly as confidential.

PNRI-CSM-01 Rev. 6/04-01-2024



PHILIPPINE NUCLEAR RESEARCH INSTITUTE
Commonwealth Ave., Diliman, Quezon City
Tel: (632) 8929-60-10 to 19 (connecting all units)
Fax: (632) 8920-16-46

Control No.:
Date:

Customer/Client Satisfaction Survey (CCSS) Form

CUSTOMER/CLIENT PROFILE: Please fill out the following information. (Kumpletuhin ang mga sumusunod na impormasyon.)

☐ External ☐ Internal

Name:
(Pangalan)

Age:
(Edad)

Sex: ☐ Male
☐ Female
(Kasarian)

Address: ☐ Home
☐ Business
(Tirahan)

Contact Number (Telepono):

E-mail address:
(Sulatroniko)

Type of Customer/Client (Uri ng Kliyente):

☐ Citizen/Individual/Representative
(private individual as transacting public)

☐ Business/Company
(representative of business/company firm)

☐ Organization/PO
(representative of an organization/People's Organisation)

☐ Government
(representative of other government agencies including government-owned and controlled corporations)

Name of Business, Organization, Company or Government Agency:
(Pangalan ng Negosyo, Organisasyon, Kompanya o Ahensya ng Gobyerno)

Please specify the service/s being evaluated/assessed:
(Tukuyin ang serbisyo na sinusuri)

CITIZEN'S CHARTER AWARENESS: Put a check (✓) on your answer to the Citizen's Charter (CC) questions. (Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter.)

CC1. Which of the following best describes your awareness of a CC?
(Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?)

☐ 1. I know what a CC is and I saw this office's CC.
(Alam ko ang CC at nakita ko ito sa napuntahang opisina.)

☐ 2. I know what a CC is but I did NOT see this office's CC.
(Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.)

☐ 3. I learned of the CC only when I saw this office's CC.
(Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.)

☐ 4. I do not know what a CC is and I did not see one in this office. Answer 'N/A' on CC2 and CC3.
(Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina. Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
(Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...)

☐ 1. Easy to see (Madaling makita)

☐ 2. Somewhat easy to see (Medyo madaling makita)

☐ 3. Difficult to see (Mahirap makita)

☐ 4. Not visible at all (Hindi makita)

☐ 5. N/A

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
(Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo)

☐ 1. Helped very much (Sobrang nakatulong)

☐ 2. Somewhat helped (Nakatulong naman)

☐ 3. Did not help (Hindi nakatulong)

☐ 4. N/A

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Privacy Notice: Ang mga personal na impormasyon sa dokumentong ito ay maaari lamang gamitin para sa layunin ng survey na ito at alinsunod sa mga alituntunin ng Batas Republika Blg. 10173 o ang Data Privacy Act of 2012. Hindi ito maaaring gamitin sa iba pang layunin maliban sa nabanggit.

**Anonymous ratings will not be considered*

CUSTOMER/CLIENT SATISFACTION SURVEY:








Please evaluate the service provided to you by indicating with a check mark (✓) for your rating to the following criteria. (Pakisuri ang serbisyong ibinigay sa iyo sa pamamagitan ng paglagay ng tsek (✓) na marka sa sumusunod na mga pamantayan.)

Criteria (Definition) Pamantayan (Kahulugan)	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A Not Applicable
0. Overall Satisfaction (I am satisfied with the service I availed) <i>Pangkalahatang Kasiyahan</i> (Nasiyahan ako sa aking natanggap na serbisyo)						
1. Responsiveness (Delivery of prompt service or within the prescribed/agreed time) <i>Pagtugon</i> (Naaayon sa itinakdang panahon ang ibinigay na serbisyo)						
2. Reliability (Quality) (Service or product conforms to the set requirements) <i>Kalidad ng serbisyo</i> (Ang serbisyo o produkto ay sumusunod sa kinakailangan)						
3. Access & Facilities (Condition of facility; availability of equipment) <i>Kapaligiran</i> (Lagay ng pasilidad; mayroong kagamitan)						
4. Communication (Staff is polite while delivering the service) <i>Komunikasyon</i> (Magalang ang mga kawani sa pagbibigay ng serbisyo)						
5. Costs (Value for money, preferred methods of payment, timely billing) <i>Gastos</i> (Makatarungan ang presyo at paraan ng pagbayad)						
6. Integrity (There is honesty, fairness, and trust in each service) <i>Integridad</i> (May katapatan, katarungan, at tiwala sa paggawa ng bawat serbisyo)						
7. Assurance (Able to perform the service correctly; provides right solution or advice to the problem or concern) <i>Pagtitiwala</i> (Naglingkod nang tama; nagbigay ng tamang solusyon o payo para sa suliranin)						
8. Outcome (Realization of the intended benefits) <i>Resulta</i> (Natupad ng serbisyo ang benepisyonang kailangan)						
Comments and suggestions: Mga puna at mungkahi:						

Annex C

PNRI Special Order 1014

	Republic of the Philippines Department of Science and Technology PHILIPPINE NUCLEAR RESEARCH INSTITUTE	
26 June 2024		
 PNRI SPECIAL ORDER NO. <u>1014</u> Series of 2024		
 TO : All Concerned Personnel (Please see the attached list)		
 SUBJECT : <u>Manning of PNRI Public Assistance/Complaints Desk</u>		
 Pursuant to the Anti-Red Tape Act (ARTA) of 2007 requirements and CSC Memorandum Circular No. 16, s. 2008, you are hereby directed to man the public assistance/complaints desk located at the Interim PNRI One Stop Shop (iPOSSH) from 8:00 AM to 5:00 PM during your designated date as shown in the attached schedule.		
For guidance and compliance.		
  CARLO A. ARCILLA, Ph.D. Director 		
 		
<hr/>		
Commonwealth Ave., Diliman, Quezon City 1101 Telephone (632) 8929-60-10 to 19 Fax (632) 8920-16-46 https://pnri.dost.gov.ph/ https://www.facebook.com/PNRIDOST/	PO Box 213 UP Quezon City PO Box 932 Manila PO Box 1314 Central Quezon City https://twitter.com/dost_pnri https://www.instagram.com/dost_pnri/	JUL 15 2024