

**DEPARTMENT OF SCIENCE AND  
TECHNOLOGY-SCIENCE AND TECHNOLOGY  
INFORMATION INSTITUTE**

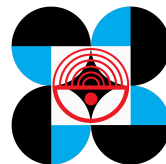
**CITIZEN'S CHARTER**



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TECHNOLOGY-SCIENCE AND TECHNOLOGY  
INFORMATION INSTITUTE**

**CITIZEN'S CHARTER**

2024 First Edition



## **I. Mandate**

The Department of Science and Technology-Science and Technology Information Institute (DOST-STII) has the responsibility to implement the following mandates:

1. To establish a science and technology databank and library.
2. To disseminate science and technology information.
3. To undertake training on science and technology information.

These mandates are being processed and implemented by the DOST-STII's technical divisions such as the Information Resources and Analysis Division (IRAD), and the Communication Resources and Production Division (CRPD) with the support of the Finance and Administrative Division (FAD) and Management Information System and Planning Section (MISPS).

## **II. Vision**

We are the lead agency in Science, Technology, and Innovation information geared towards building a culture of STI to accelerate the nation's socio-economic development.

## **III. Mission**

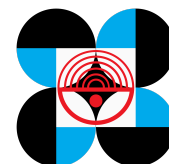
We provide credible and inclusive Science, Technology, and Innovation information through resource sharing and efficient delivery systems;  
We promote public awareness, understanding, and appreciation of Science, Technology, and Innovation and its role in national development; and  
We capacitate our key stakeholders as partners and advocates in building a Science, Technology, and Innovation culture.

## **IV. Service Pledge**

We, the officials and employees of the DOST-STII commit to:

- **Serve** promptly, efficiently, and with utmost courtesy from Monday to Friday, 7:00 a.m. to 6:00 p.m.
- **Ensure** strict compliance with service standards of our frontline services;
- **Respond** to any complaint about the services at the soonest;
- **Value** every citizen's comments, suggestions, and needs, and
- **Empower** the public with 24/7 access to information through our website [www.stii.dost.gov.ph](http://www.stii.dost.gov.ph).

All these we pledge, because the public deserves nothing less.



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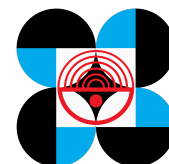
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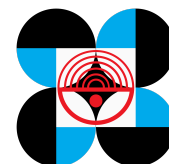
**Office of the Director -  
Management Information System  
and Planning Section  
Internal Services**



## 1. System Development

The System Development Service is a specialized offering designed to cater exclusively to the development of new information systems within the organization. This service is accessible only to divisions within the DOST-STII, ensuring that the development process remains aligned with the overarching goals and strategies of the institute.

<b>Office or Division:</b>	Office of the Director - Management Information System and Planning Section (OD-MISPS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DOST-STII Employees			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
System Development Request Form (1 copy)		Office of the Director - Management Information System and Planning Section		
Signed Software Design Specifications (SDS) (1 copy)		Office of the Director - Management Information System and Planning Section		
Signed Software Requirements Specifications (SRS) (1 copy)		Office of the Director - Management Information System and Planning Section		
Signed Gantt Chart (1 copy)		Office of the Director - Management Information System and Planning Section		
FR-STII-MISPS No.001 Service Request / Assessment Slip (1 copy)		Office of the Director - Management Information System and Planning Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to schedule initial meeting with OD-MISPS to determine if the requested system is new	1.1. OD-MISPS to conduct initial meeting with Client.  <i>If the system is determined as part of an existing system, skip all following processes and proceed to Technical Support</i>	None	2 Hours	<i>Senior Science Research Specialist</i> Office of the Director - Management Information System and Planning Section (OD-MISPS)
2. Client to accomplish the FR-STII-MISPS No.6 System	2.1. OD-MISPS will provide form after initial meeting	None	5 Minutes	<i>Senior Science Research Specialist</i> Office of the Director -

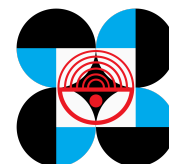


Development Request Form, signed by the Director				Management Information System and Planning Section (OD-MISPS)
3. Client will schedule meetings for gathering system requirements.	3.1. OD-MISPS will assign a programmer for the new system and conduct the requirements gathering	None	2 Hours	<i>Senior Science Research Specialist</i> Director - Management Information System and Planning Section (OD-MISPS)  <i>Assigned Programmer</i> Office of the Director - Management Information System and Planning Section (OD-MISPS)
	3.2. Assigned programmer will prepare FR-STII-MISPS No.005 Software Requirements Specifications (SRS)	None	3 Days	
	3.3. Assigned programmer will prepare FR-STII-MISPS No.004 Software Design Specifications (SDS)	None	3 Days	
	3.4. Assigned programmer will prepare Gantt Chart or development schedule	None	1 Day	
4. Client to review and agree on the SDS, SRS, Gantt Chart		None	1 Day	
	4.1. Assigned programmer will proceed to the actual system development.	None	66 Days	<i>Senior Science Research Specialist</i>  <i>Assigned Programmer</i> Office of the Director - Management
	4.2. Testing and Debugging		Note: At least 3 months or 66 days are allotted for the actual system development. But time may	



			vary depending on the scope and complexity of the requested system.	Information System and Planning Section (OD-MISPS)
5. Acceptance of the newly developed system. Client to accomplish FR-STII-MISP S No.007 System Development Acceptance Form	5.1. Form will be provided by OD-MISPS	None	1 Day	<i>Senior Science Research Specialist</i>  <i>Assigned Programmer</i> Office of the Director - Management Information System and Planning Section (OD-MISPS)
6. If client have changes in the requirements, repeat process 3, 4, 5.		None		
7. Client to accomplish FR-STII-MISP S No.001 Service Request / Assessment Slip	7.1. Form will be provided by the OD-MISPS	None		<i>Assigned Programmer</i> Office of the Director - Management Information System and Planning Section (OD-MISPS)
	<b>TOTAL:</b>	None	75 Days 4 Hours 5 Minutes	





## 2. Technical Support Services

Technical Support Service is a service resource dedicated to addressing and resolving both hardware and software challenges faced by employees in their daily work. It plays a pivotal role in ensuring the smooth functioning of an organization's technological infrastructure.

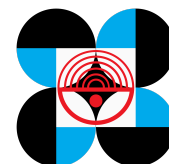
<b>Office or Division:</b>	Office of the Director - Management Information System and Planning Section (OD-MISPS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DOST-STII Employees			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FR-STII-MISPS No.001 Service Request / Assessment Slip (1 copy)		Office of the Director - Management Information System and Planning Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Client will request technical support service to MISPS through email or direct message.	1.1. OD-MISPS staff will be assigned and will attend to client.	None	1 Minute	<i>Senior Science Research Specialist</i> Director - Management Information System and Planning Section (OD-MISPS)
2. The Client will make him/herself available during support	2.1. OD-MISPS staff will attend to clients in person if they are both present in the office vicinity.  <i>And remotely if the Client or the assigned OD-MISPS staff is outside the office vicinity.</i>	None	3 Minutes  Note: 3 Minutes is the estimated diagnostic time for the reported problem. Most often, the reported problem is resolved within this time. Additional time is agreed upon with the client for problems / requests	<i>Division Staff</i> Director - Management Information System and Planning Section (OD-MISPS)



			requiring additional time and logistics.	
3. Client to accomplish the Service Request/ Assessment Slip	OD-MISPS staff will provide the slip in hard copy or online form	None	1 Minute	<i>Client / Division Staff</i> Director - Management Information System and Planning Section (OD-MISPS)
	<b>TOTAL:</b>	None	5 Minutes	



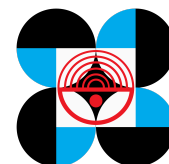
**Finance and  
Administrative Division  
External Service**



### 3. DOST-STII Function Room Reservation

This service covers the process of receiving, approval, and payment for the STII function room reservation.

<b>Office or Division:</b>	Finance and Administrative Division -General Services and Property Section (GSPS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client/ Government Employee G2G – Government to another Government Agency			
<b>Who may avail:</b>	Internal: DOST-STII Employees External: Other Government Agencies			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DOST-STII Function Room Reservation Form (2 copies)		Finance and Administrative Division-General Services and Property Section		
Request Letter (for external clients only, 1 copy)		Citizen or client requesting the service.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For internal clients:</b>  1. Submit the DOST-STII function room reservation form	1.1. Receive accomplished DOST-STII function room reservation form	None	5 Minutes	<i>Administrative Officer V</i> FAD - General Services and Property Section
	1.2. Check availability of function room.	None	5 Minutes	<i>Administrative Officer V</i> FAD - General Services and Property Section
	1.3. Forward the DOST-STII function room reservation form for approval of the Property Officer and FAD Chief.	None	15 Minutes	<i>FAD Chief</i> FAD - General Services and Property Section



	1.4. Book the reservation, notify the client and issue a copy of the approved request.	None	5 Minutes	<i>Administrative Officer V FAD - General Services and Property Section</i>
	<b>TOTAL:</b>	None	30 Minutes	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><i>For external clients:</i></b>				
1. Submit letter of request address to the Director and DOST-STII function room reservation form.	1.1. Receive letter of request and forward to the Office of the Director for approval.	None	1 Day	<i>Administrative Officer V FAD - General Services and Property Section  Head of the Agency Office of the Director</i>
2. Wait for the email or phone call regarding the status of request.	2.1. Inform the client about the approval / disapproval of the request and the availability of function room.	None	5 Minutes	<i>Administrative Officer V FAD - General Services and Property Section</i>



<p>3. Proceed with the payment</p>	<p>3.1. Process the payment  3.1.1. Prepare requests for the preparation of order of payment.  3.1.2. Prepare order of payment  3.1.3. Prepare Official receipt.</p>	<p>DOST-ST II Mini Theater P500.00 per hour (rental fee) + P500.00 (maintenance fee)   CAST Room – P300.00 per hour (rental fee) + P300.00 (maintenance fee)   Training Room – P300.00 per hour (rental fee) + P300.00 (maintenance fee)</p>	<p>30 Minutes</p>	<p><i>Administrative Officer V</i>  FAD - General Services and Property Section</p>
	<p>4. Book the reservation and issue a copy of the approved request.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Officer I</i>  FAD - General Services and Property Section</p>
	<p><b>TOTAL:</b></p>	<p>DOST-ST II Mini Theater P500.00 per hour</p>	<p>1 Day and 35 minutes</p>	

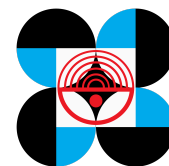


		(rental fee) + P500.00 (maintenance fee)  CAST Room – P300.00 per hour (rental fee) + P300.00 (maintenance fee)  Training Room – P300.00 per hour (rental fee) + P300.00 (maintenance fee)		
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**Finance and  
Administrative Division  
Internal Services**

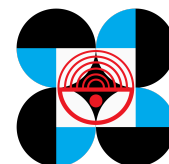




#### 4. Creation or Revision of Documents

This service facilitates requests for creation or revision of procedures manual or form.

<b>Office or Division:</b>	Finance and Administrative Division - Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	DOST-STII Employees			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FR-STII-DC No.001 QMS Document Change Request Form (1 copy)  Attachment: a. Uncontrolled copy of document with corrections b. Soft copy of new/revised documents		Finance and Administrative Division- Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit QMS Document Change Request form	1.1. Receive document change request form for approval of Quality Management Representative	None	2 mins	<i>Quality Management Representative</i>
	1.2. Review and approve the document change request form	None	8 mins.	
	1.3. If the document is new, input the required attributes on the Master list of Controlled Documents in the system, if it is a revision of documents, the revised attributes will be incorporated to the existing file	None	15 mins.	
	1.4. Sign the new or revised documents	None	N/A	
	1.5. Print and give controlled copy to the client	None	5 mins	
	<b>TOTAL:</b>	None	30 minutes	



## 5. Request for a Copy of Document

This service facilitates the request for searching and retrieval of documents from the Electronic Records Management System (ERMS).

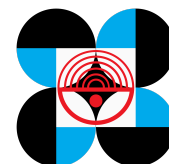
<b>Office or Division:</b>	Finance and Administrative Division - Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	DOST-STII Employees			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FR-FAD-RS No.002 Document Request Form 1 Copy (On-line)		Finance and Administrative Division - Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for document form	1.1 Accept the document request form	None	1 minute	<i>Division Chief</i> Finance and Administrative Division
	1.2. Search the requested document through DOST-STII Electronic Records Management System (ERMS)	None	8 minutes	
	1.3. Give printed copy of the requested document to the client	None	1 minute	
	<b>TOTAL:</b>	None	10 minutes	



## 6. Motorpool Services

This service provides 100% availability of the vehicle upon receipt of approved requests.

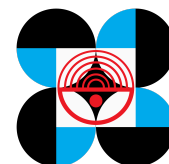
<b>Office or Division:</b>	Finance and Administrative Division -General Services and Property Section (GSPS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client/ Government Employee			
<b>Who may avail:</b>	DOST-STII Employees			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Transportation Form (2 copies)		Finance and Administrative Division-General Services and Property Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request for transportation form	1.1. Receive approved request for transportation form.	None	5 minutes	<i>Administrative Officer V</i> Finance and Administrative Division - General Services and Property Section
	1.2. Check availability and assign control number and designated driver.	None	15 minutes	
	1.3. Certify availability of vehicle.	None	5 minutes	
	1.4. Notify and Issue copy of approved request.	None	5 minutes	
	<b>TOTAL:</b>	None	30 minutes	



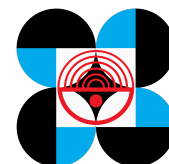
## 7. Processing of Payments

This service facilitates the processing of payments for Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) for Regular Fund and Trust Fund.

<b>Office or Division:</b>	Finance and Administrative Division - Finance	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government services whose client is a government employee or another government agency	
<b>Who may avail:</b>	DOST-STII Employees	
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>1. Grant of Petty Cash Fund</b>  1. Approved Special Order - Authority of the accountable officer granted by the Head of the Agency (HoA) or his authorized representative (AR) indicating the purpose and amount of cash advance to be granted  2. Approved Estimates of Petty Cash Expenses for 1 month (Line-Item Budget) basis for the amount in the Special Order  3. Certificate of No Unliquidated Cash Advance certified by the Accountant  4. Approved Fidelity Bond for cash accountability of more than PHP 5,000.00  <b>Applicable Guideline/s: COA Circular 97-COA Circular 2023-004, COA Circular 2012-001</b>	1. Through the Human Resource Section  2. Requesting Office/End-User  3. Accounting Section  4. Through Cash Section	
<b>2. Grant of Cash Advance for Local travel (Pre-travel Allowance)</b>  1. Letter of Invitation of agency/organization or Activity	1. Host/Inviting Party/Requesting Office or Project Staff for internally initiated travel	



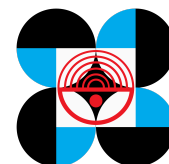
<p>Profile and Line-Item Budget (APLIB) or official written instruction from the Agency Head;</p> <p>2. HoA/AR Approved Travel Order for travel beyond 50 km or Pass Slip for travel within 50 km;</p> <p>3. HoA/AR Approved GAM Appendix 45 - Itinerary of Travel (IoT);</p> <p>4. Certificate of No Unliquidated Cash Advance certified by the Accountant</p> <p>5. HoA/AR approved Certification for the Necessity of Travel of Contract of Service (COS)/Job Order (JO) Personnel</p> <p><b>Applicable Guideline/s: Guidelines: EO 77, DOST Administrative Order No. 12 s.2019</b></p>	<p>2. Through the Human Resource Section</p> <p>3. Requesting Office/End User</p> <p>4. Accounting Section</p> <p>5. Requesting Office/End User Certification Form % Accounting Section</p>
<p><b>2. Grant of Cash Advance for foreign travels (Pre-travel Allowance)</b></p> <p>1. HoA/AR Approved Travel Order;</p> <p>2. HoA/AR Approved GAM Appendix 45 - Itinerary of Travel (IoT);</p> <p>3. Letter of invitation of host/sponsoring country/agency/organization</p> <p>4. For plane fare, abstract of canvass with attached quotation of three travel agencies or its equivalent</p> <p>5. Flight itinerary issued by the</p>	<p>1. Through the Human Resource Section</p> <p>2. Requesting Office/End User</p> <p>3. Host/sponsoring country/agency/organization</p> <p>4. Supplier, through End-user or Requesting Office</p> <p>5. Supplier</p>



<p>airline/ticketing office/travel agency</p> <p>6. Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed</p> <p>7. Document to show the dollar to peso exchange rate at the date of grant of cash advance</p> <p>8. If applicable, authority from the Office of President (OP) to claim representation expense</p> <p>9. In case of seminars/trainings: invitation addressed to the agency inviting participants (issued by the foreign country), acceptance of the nominees as participants (issued by the foreign country), and program Agenda and Logistics Information</p> <p>10. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books</p> <p>11. In claiming Clothing Allowance, certification/official declaration by the authorized agency of the season.</p> <p><b><i>Applicable Guideline/s: Guidelines: EO 77, DOST Administrative Order No. 002 s.2021</i></b></p>	<p>6. Requesting Office/End User Accessed through <a href="http://www.undp.org">www.undp.org</a> or at <a href="http://www.dfa.gov">www.dfa.gov</a></p> <p>7. Requesting Office/End User</p> <p>8. Office of the President</p> <p>9. Supplier/Training Provider</p> <p>10. Accounting Section</p> <p>11. Authorized Agency in the country destination</p>
<p><b>3. Liquidation/ Reimbursement of Local Travel Expenses</b></p>	

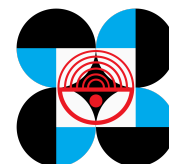


<p>1. Duly accomplished/approved Liquidation Report</p> <p>2. Paper/electronic plane, boat, or bus tickets, terminal fee</p> <p>3. Certificate of appearance/attendance (original or photocopy)</p> <p>4. Photocopy of previously approved IOT (if no changes in the itinerary) or approved Actual IOT (if changes have been made)</p> <p>5. Duplicate copy of Official Receipt in case of refund of excess cash advance</p> <p>6. Approved Certificate of Travel Completed</p> <p>7. Copy of paper/electronic boarding pass</p> <p>8. HoA/AR approved Certification for the Necessity of Travel of Contract of Service (COS)/Job Order (JO) Personnel</p>	<p>1. Requesting Office/End User</p> <p>2. Supplier through Requesting Office/End User</p> <p>3. Host/sponsoring partner/agency/organization</p> <p>4. Requesting Office/End User</p> <p>5. Through the Cash Section</p> <p>6. Requesting Office/End User/Supplier</p> <p>7. Requesting Office/End User</p> <p>8. Requesting Office/End User Certification Form % Accounting Section</p>
<p><u><i>For reimbursement of Actual Traveling Expenses:</i></u></p>	
<p><i>Documents No. 2,3,4,6,7, 8 and</i></p>	
<p>9. Hotel room/lodging bills with official receipts</p> <p>10. Certification by the HoA/AR as to the absolute necessity of the expenses - for accommodation/lodging expenses exceeded the authorized DTE</p>	<p>9. Requesting Office/End User/Supplier</p> <p>10. Requesting Office/End User Certification Form % Accounting Section</p>



<p>11. For transportation and reasonable miscellaneous expenses: Official Receipts or Certification of Expenses not requiring Receipts - for expenses w/o OR amounting to ₱300 or less or Reimbursement Expenses Receipt (RER) for expenses w/o OR amounting to more than ₱300 but not exceeding ₱1,000</p> <p>12. For transportation expenses incurred - if no available official vehicle - Use of Taxi/Transport Network Vehicle Services (TNVS) instead of Public Utility Vehicle</p> <p>a. Original Official or e-receipt issued by the transport provider (photocopy if tape receipt) or No. 10 and a screenshot of transaction made with the transport provider</p> <p>b. Certification from General Services and Property Section (GSPS) of no available service vehicle for the particular travel</p> <p>c. Duly accomplished Certification for the Use of TNVS or Other Modes of Transportation</p> <p><b>Applicable Guideline/s: Guidelines: EO 77, DOST Administrative Order No. 002 s.2021, COA Circular No. 2021-001, DOST AO 11 s.2019</b></p>	<p>11. Requesting Office/End User/Supplier GAM Form % Accounting Section</p> <p>12.</p> <p>a. Transport Provider</p> <p>b. GSPS</p> <p>c. Accounting Section</p>
<p><b>4. Liquidation of travel expense for Foreign Travels</b></p> <p>1. Paper/electronic plane tickets, boarding pass, boat or bus ticket</p>	<p>1. Supplier</p>

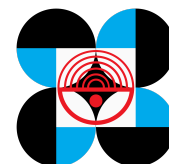




<p>2. Certificate of appearance/attendance for trainings/seminar/participation</p> <p>3. Bills/receipts for non-commutable representation expenses</p> <p>4. For reimbursement of actual travel expenses of the prescribed rate Certification signed by the Approving Official as to the absolute necessity of the expenses, together with the corresponding bills and receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts)</p> <p>5. Revised Itinerary of Travel, if applicable</p> <p>6. Narrative report on trip undertaken/Report on Participation</p> <p>7. Official Receipt in case of refund of excess cash advance</p> <p>8. Approved Certificate of Travel Completed</p> <p>9. Liquidation Report</p>	<p>2. Host/sponsoring country/agency/organization</p> <p>3. Supplier</p> <p>4. Requesting Office/End User</p> <p>5. Requesting Office/End User</p> <p>6. Requesting Office/End User</p> <p>7. STII Cashier</p> <p>8. Requesting Office/End User</p> <p>9. Requesting Office/End User</p>
<p><b>5. Payment of Goods</b></p> <p><b>a. Meals Consumed During Meetings</b></p> <p>1. Notice of Meeting or any equivalent</p> <p>2. Minutes of the Meeting/Photo/ Documentation approved by</p>	<p>1. Requesting Office/End User</p> <p>2. Requesting Office/End User</p>



<p>the HoA/AR or Division Chief</p> <p>3. Duly signed attendance sheet form <i>(in cases where not all personnel in the attendance sheet claimed meals, put a mark on those who were provided with meals)</i></p> <p>4. Official Receipt/Billing/official e-receipt of food delivery service provider <i>(number of pax must tie up with the number in the attendance sheet)</i></p>	<p>3. Requesting Office/End User</p> <p>4. Requesting Office/End User/Service Provider/Supplier</p>
<p><b>b. Supplies and Materials</b></p> <p><u><i>For all types of procurement:</i></u></p> <p>1. Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular goods subject of payment is indicated.</p> <p>2. Certified copy of the submitted contract or Purchase Order stamped “received” by COA</p> <p>3. Letter of Request for payment from contractor/supplier</p> <p><i>Additional requirements:</i></p> <p>4. Purchase Request (PR) duly approved by Division Chief and Head of Agency</p> <p>5. Original copy of</p>	<p>1. Requesting Office/End User/GSPS</p> <p>2. Requesting Office/End User/GSPS</p> <p>3. Supplier</p> <p>4. Requesting Office/End User/GSPS</p> <p>5. Supplier</p>



<p>Dealers/Suppliers' invoices showing the quantity, description of articles, unit, and total value, duly signed by the dealer or his authorized representative</p> <p>6. Results of test analysis, if applicable</p> <p>7. Tax Receipts from BIR indicating the exact specifications and/or serial number of the equipment procured by the government</p> <p>8. Delivery receipt duly received.</p> <p>9. Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative</p> <p>10. Warranty Security for a minimum period of three months for expendable supplies and one year for non-expendable supplies</p>	<p>6. Supplier</p> <p>7. Supplier</p> <p>8. Supplier</p> <p>9. Inspection and Acceptance Committee</p> <p>10. Supplier</p>
<p><b>c. Books including Subscription of e-books and other materials</b></p> <p><i>For all types of procurement:</i></p> <p>1. Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental</p>	<p>1. Requesting Office/End User/GSPS</p>



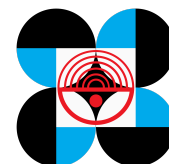
<p>APP where the particular goods subject of payment is indicated.</p> <p>2. Certified copy of the submitted contract or Purchase Order stamped "received" by COA</p> <p>3. Letter of Request for payment from contractor/supplier</p> <p><i>Additional requirements:</i></p> <p>4. Purchase Request (PR) duly approved by Division Chief and Head of Agency</p> <p>5. Original copy of Dealers/Suppliers' invoices showing the quantity, description of articles, unit, and total value, duly signed by the dealer or his authorized representative</p> <p>6. Tax Receipts from BIR indicating the exact specifications and/or serial number of the equipment procured by the government</p> <p>7. Delivery receipt duly received.</p> <p>8. Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative</p>	<p>2. Requesting Office/End User/GSPS</p> <p>3. Supplier</p> <p>4. Requesting Office/End User/GSPS</p> <p>5. Supplier</p> <p>6. Supplier</p> <p>7. Supplier</p> <p>8. Inspection and Acceptance Committee</p>
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<b>d. Equipment</b>	
<p><i>For all types of procurement:</i></p> <p>1. Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular goods subject of payment is indicated.</p> <p>2. Certified copy of the submitted contract or Purchase Order stamped "received" by COA</p> <p>3. Letter of Request for payment from contractor/supplier</p> <p><i>Additional requirements:</i></p> <p>4. Purchase Request (PR) duly approved by Division Chief and Head of Agency</p> <p>5. Original copy of Dealers/Suppliers' invoices showing the quantity, description of articles, unit, and total value, duly signed by the dealer or his authorized representative</p> <p>6. Results of test analysis, if applicable</p> <p>7. Tax Receipts from BIR indicating the exact specifications and/or serial number of the equipment procured by</p>	<p>1. Requesting Office/End User/GSPS</p> <p>2. Requesting Office/End User/GSPS</p> <p>3. Supplier</p> <p>4. Requesting Office/End User</p> <p>5. Requesting Office/End User</p> <p>6. Supplier</p> <p>7. Supplier</p>



<p>the government</p> <p>8. Delivery receipt duly received.</p> <p>9. Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative</p> <p>10. Property Acknowledgement Receipt (PAR)</p> <p>11. Warranty Security for a minimum period of three months for expendable supplies and one year for non-expendable supplies</p>	<p>8. Supplier</p> <p>9. Inspection and Acceptance Committee</p> <p>10. GSPS</p> <p>11. Supplier</p>
<p><b>e. Payment of Airfare/ Procurement of Airline Tickets</b></p> <p>1. Statement of Account</p> <p>2. Approved Purchase Request</p> <p>3. Approved Travel Order</p> <p>4. Duly approved Itinerary of Travel</p> <p>5. Quotation of three travel agencies or its equivalent</p> <p>6. Abstract of Quotations</p> <p>7. Flight itinerary issued</p>	<p>1. Supplier</p> <p>2. Requesting Office/End User</p> <p>3. Through Human Resource</p> <p>4. Requesting Office/End User</p> <p>5. Requesting Office/End User/GSPS/Supplier</p> <p>6. GSPS</p> <p>7. Supplier</p>

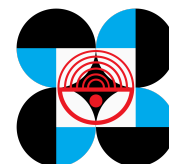


<p>by the airline/ticketing office/travel agency</p> <p>8. Paper/electronic plane tickets, paper/electronic boarding passes, or a passenger manifest certified by the concerned airline</p> <p>9. Official Receipt for direct purchase of Airline Tickets</p> <p>10. Certificate of Travel Completed</p> <p>11. Travel Report</p>	<p>8. Supplier</p> <p>9. Requesting Office/End User</p> <p>10. Requesting Office/End User</p> <p>11. Requesting Office/End User</p>
<p><b>7. Payment of Services</b></p> <p><b>a. Professional Fees - G2G with MOA/MOU</b>  <i>With Memorandum of Understanding/Agreement (CONTRACT/MOU/MOA):</i></p> <p>1. Approved Activity Profile and Line-Item Budget (LIB)</p> <p>2. Approved Purchase Request (PR)</p> <p>3. Justification approved by Agency Head (stating RA 9184 Sec. 53.5 and/or MC No.14 or DBM Circular No. 2007-1)</p> <p>4. TWG Evaluation and Recommendation of Technical 5. Specifications/Terms of</p>	<p>1. Requesting Office/End User</p> <p>2. Requesting Office/End User</p> <p>3. Requesting Office/End User</p> <p>4. Concerned TWG</p>



<p>Reference and Justification</p> <p>5. BAC Resolution</p> <p>6. Notarized Memorandum of Agreement/Understanding</p> <p>7. Billing/Statement of Account (SOA)</p> <p>8. Event Documentation/Photos</p> <p>9. Certificate of Acceptance approved by Agency Head</p> <p><b>b. Professional Fees - G2G w/o MOA/MOU</b></p> <p><i>Without Memorandum of Understanding/Agreement (MOU/MOA) - Government Employees</i></p> <p>1. Approved Activity Profile and Line-Item Budget (LIB)</p> <p>2. Justification approved by Agency Head (stating RA 9184 Sec. 53.5 and or MC No.14 or DBM Circular No. 2007-1)</p> <p>3. Portfolio and Curriculum Vitae</p> <p>4. STII Special Order</p> <p>5. Basis of Basic Salary Rate</p>	<p>5. BAC and BAC Secretariat</p> <p>6. Requesting Office/End User/GSPS</p> <p>7. Supplier</p> <p>8. Requesting Office/End User</p> <p>9. Concerned TWG</p> <p>1. Requesting Office/End User</p> <p>2. Requesting Office/End User</p> <p>3. Supplier</p> <p>4. Through Human Resource</p> <p>5. Supplier</p>
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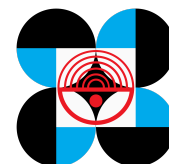




<p>6. Certification of Appointment/Certification of Compensation, etc.</p> <p>7. Honoraria Computation Matrix/Payroll</p> <p>8. Certificate of Acceptance</p> <p><b>c. Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services</b></p> <p>1. Approved Activity Profile and LIB</p> <p>2. Approved Purchase Request with approved design if needed / Terms of Reference</p> <p>3. Justification approved by the Agency Head with Market Research</p> <p>4. Curriculum Vitae and Portfolio (for Host/s, Vlogger/s, and Social Media Influencer/s)</p> <p>5. TWG Evaluation and Recommendation of Technical Specifications</p> <p>6. BAC Resolution</p> <p>7. Notarized Contract</p>	<p>6. Supplier</p> <p>7. Requesting Office/End User/Accounting</p> <p>8. Concerned TWG</p> <p>1. Requesting Office/End User</p> <p>2. Requesting Office/End User</p> <p>3. Requesting Office/End User</p> <p>4. Supplier</p> <p>5. Concerned TWG</p> <p>6. BAC and BAC Secretariat</p> <p>7. Requesting Office/End User</p>
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<p>8. Notice of Award (NOA) for amount P50,000 and above</p> <p>9. Billing/Statement of Account (SOA)</p> <p>10. Output of the Contract/Documentation</p>	<p>8. GSPS</p> <p>9. Supplier</p> <p>10. Requesting Office/End User/Supplier</p>
<p><b>d. Resource Speaker/s and Consultancy Services (external private provider)</b></p> <p>1. Appropriate approved documents indicating the following:</p> <p>a. Number of personnel involved and their corresponding rates/salary</p> <p>b. Schedule of work and places of assignment or station/visits indicating, among others, the number of hours per visit or copy of MOA or Contract</p> <p>2. Accomplishment Report/Performance Appraisal Report, if applicable</p> <p>3. Request for Payment or Statement of Account or Contractor's Bill</p> <p>4. Certificate of acceptance of service rendered</p> <p>5. Record of</p>	<p>1. Supplier</p> <p>2. Supplier</p> <p>3. Supplier</p> <p>4. Requesting Office/End User</p> <p>5. Supplier</p>



<p>Attendance/Service/Summary of Daily Time Record</p> <p>6. Proof of remittance of mandatory deduction to concerned government agencies</p>	<p>6. Supplier</p>
<p><b>9. Payment/ Reimbursement of Telephone or Communication Expenses, Water and Electricity Expenses, Internet and Rental of Photocopier and Other General Services</b></p> <p><u>Utility Expenses:</u></p> <p>1. Statement of Account/Bill/Reading</p> <p>2. Invoice/Official Receipt or machine-validated statement of account/bill</p> <p>3. Copy of MOA/Contract, if applicable</p> <p><u>Communication Expenses:</u></p> <p>1. Statement of Account/Bill</p> <p>2. Invoice/Official Receipt or machine-validated statement of account/bill or collection and acknowledgment receipts or e-receipt</p> <p>3. Special Order/Authority from Head of Agency for entitlement to mobile phone allowance</p> <p>4. Certification from</p>	<p>1. Supplier</p> <p>2. Supplier</p> <p>3. Requesting Office/End User</p> <p>1. Supplier</p> <p>2. Supplier</p> <p>3. Through Human Resource</p> <p>4. Accountant and Property Officer</p>



<p>Accountant and Property Officer that the employee was not issued a postpaid plan for mobile phone</p> <p>5. Certificate of number of hours rendered</p> <p>6. Monthly Report of Absences and Undertime</p> <p><i>Rental of Equipment</i></p> <p>1. Statement of Account/Bill</p> <p>2. Invoice/Official Receipt or machine-validated statement of account/bill or collection and acknowledgement receipts.</p> <p>3. Copy of Contract (first payment)</p>	<p>5. Human Resource</p> <p>6. Human Resource</p> <p>1. Supplier</p> <p>2. Supplier</p> <p>3. Requesting Office/End User</p>
<p><b>10. Payment for Training Expenses - Registration Fees</b></p> <p>1. Invitation Letter/Program</p> <p>2. Fully Accomplished Nomination Form endorsed by Immediate Supervisor and approved by HRMPSB Head, if applicable</p> <p>3. Approved Special Order</p> <p>4. Bank Account Details of Training Provider</p> <p><i>After the training:</i></p> <p>5. Official Receipt</p>	<p>1. Requesting Party</p> <p>2. Requesting Party and his Immediate Supervisor</p> <p>3. Through the Human Resource Section</p> <p>4. Training Provider</p> <p>5. Training Provider</p>



<p>6. Printed copy of handouts/learning materials</p> <p>7. Certificate of Attendance/Participation</p>	<p>6. Training Provider</p> <p>7. Training Provider</p>
<p><b>11. Payment of claims chargeable against Petty Cash Fund (Replenishment of PCF)</b></p> <p>1. Report on Paid Petty Cash Vouchers (RPPCV)</p> <p>2. Petty Cash Vouchers (PCVs) duly accomplished, signed and approved</p> <p>3. Approved purchase request with certificate of Emergency Purchase, if necessary</p> <p>4. Bills, receipts, sales invoices</p> <p>5. Certification of Expense not Requiring Receipt (CERR) (for expenses amounting to P300 or less) or Reimbursement Expense Receipts (RER) (for expenses amounting to more than P300 but not exceeding P1,000)</p> <p>6. Inspection and Acceptance Report (IAR) or Certificate of Inspection and Acceptance</p>	<p>1. Requesting Office/End User</p> <p>2. Requesting Office/End User</p> <p>3. Requesting Office/End User/GSPS</p> <p>4. Supplier</p> <p>5. Supplier</p> <p>6. Inspection and Acceptance Committee</p>



<p>7. Pre-/Post-Repair Inspection Report</p> <p>8. Waste Materials Report (WMR) in case of replacement/repair</p> <p>9. Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only)</p> <p>10. Canvass from at least three suppliers for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel</p> <p>11. Summary/Abstract of Canvass</p> <p>12. OR/eOR/AR or equivalent in case of refund of PCF</p> <p>13. Inventory Custodian Slip (ICS) for semi-expendable items</p>	<p>7. TWG</p> <p>8. GSPS</p> <p>9. Supplier</p> <p>10. Requesting Office/End User/GSPS/Supplier</p> <p>11. GSPS</p> <p>12. Supplier</p> <p>13. GSPS</p>
<p><b>12. Monetization of Leave Credits of Personnel</b></p> <p>1. Approved leave application (ten days) with leave credit balance certified by HR</p>	<p>1. Requesting Party/End User/HR</p>



<p>2. Request for leave covering more than ten days approved by the Agency Head</p> <p>3. For monetization of 50% or more</p> <p>a. Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs</p> <p>b. Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc.</p> <p>c. Justification on financial needs for the education of employee or children</p>	<p>2. Requesting Party/End User/HR</p> <p>3. Requesting Party/End User</p>
<p><b>13. Reimbursement of Medical Expenses</b></p> <p>1. Summary of Medical Expenses Reimbursement Form approved by the agency head</p> <p>2. Annual Physical Examination Result</p> <p>3. Official Receipts with Medical Transcription by a board certified physician</p>	<p>1. Requesting Party/End User</p> <p>2. Requesting Party/End User</p> <p>3. Requesting Party/End User</p>
<p><b>14. Payment of Salaries and (Personnel Economic Relief Allowance) PERA</b></p> <p><i>First Salary</i></p> <p>1. Certificate of Appointment duly</p>	<p>1. Human Resource</p>



<p>attested by the Civil Service Commission (CSC) or its equivalent</p> <p>2. Assignment / Reassignment order, if applicable</p> <p>3. Certified copy of Oath of Office</p> <p>4. Certificate of Assumption</p> <p>5. Statement of Assets, Liabilities and Net Worth</p> <p>6. Approved Daily Time Record (DTR)</p> <p>7. Bureau of Internal Revenue (BIR) withholding certificate</p> <p>8. Payroll Information on New Employee (PINE) or any equivalent document</p> <p>9. Authority from the claimant and identification documents, if claimed by person other than the payee</p> <p><i>Additional Requirements for transferee (from one government agency to another)</i></p> <p>1. Clearance from</p>	<p>2. Human Resource</p> <p>3. Human Resource</p> <p>4. Human Resource</p> <p>5. Requesting Party/End User</p> <p>6. Requesting Party/End User</p> <p>7. Requesting Party/End User</p> <p>8. Human Resource</p> <p>9. Requesting Party/End User</p> <p>1. Requesting Party/End User</p>
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<p>money, property and legal accountabilities from the previous office</p> <p>2. Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office</p> <p>3. Certificate of leave credits</p> <p>4. Service Records</p> <p>5. BIR Certificate of Compensation Payment/Tax Withheld</p> <p>6. Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms</p> <p><i>Last Salary</i></p> <p>1. Clearance from money, property and legal accountabilities</p> <p>2. Approved DTR</p> <p>3. Authority to deduct accountabilities, if any</p> <p>4. Certification of available leave credits</p>	<p>2. Requesting Party/End User</p> <p>3. Requesting Party/End User</p> <p>4. Requesting Party/End User</p> <p>5. Requesting Party/End User</p> <p>6. Requesting Party/End User</p> <p>1. Human Resource</p> <p>2. Requesting Party/End User</p> <p>3. Requesting Party/End User</p> <p>4. Human Resource</p>
<p><b>15. Payment of Magna Carta Benefits</b></p>	



<ol style="list-style-type: none"> <li>1. Approved Daily Time Record (DTR)</li> <li>2. Hazard Pay Certificate</li> <li>3. Payroll approved by the agency head</li> </ol>	<ol style="list-style-type: none"> <li>1. Requesting Party/End User</li> <li>2. Human Resource</li> <li>3. Cashier</li> </ol>
<p><b>16. Payment of Other Benefits/Incentives - Midyear and Yearend Bonus, Cash Gift, Personal Enhancement Incentive (PEI), Service Recognition Incentives (SRI), Clothing Allowance, etc. for Permanent and Contractual Employees</b></p> <p><i>For Individual Claims</i></p> <ol style="list-style-type: none"> <li>1. Certification that the performance ratings for two semesters given to the personnel of the concerned division/office are at least satisfactory</li> <li>2. Certification that the employee has no administrative charge</li> </ol> <p><i>For General Claims</i></p> <ol style="list-style-type: none"> <li>1. Payroll register</li> <li>2. List of personnel dismissed within the year</li> <li>3. List of personnel on absent without official leave (AWOL)</li> <li>4. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office are at least satisfactory</li> </ol>	<ol style="list-style-type: none"> <li>1. Human Resource</li> <li>2. Human Resource</li> <li>1. Human Resource</li> <li>2. Human Resource</li> <li>3. Human Resource</li> <li>4. Human Resource</li> </ol>



**17. Payment for Honoraria for Resource Speakers, Special Projects, etc.**

Honoraria for Resource Speakers who is also a Government Employee - Please see DOST-STII Service No. 7b.

Honoraria for Special/GIA/Trust Funded Projects:

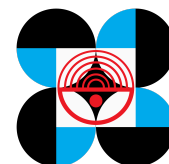
1. Certificate of Honoraria Received, if applicable
2. HoA/AR approved Special Order
3. Approved payroll or list of payees and with the amount of honoraria to be received
4. Project Progress Report
5. HoA/AR approved Accomplishment Report/Certificate of completion of programmed activities certified by the manager/Head/proponent of the Special Project and to be approved by the HoA/AR
6. Certificate of acceptance by the HoA of the deliverables/project output
7. Certification of Hours Rendered for the Project - above and beyond the regular 40 hours per week

***Applicable Guideline/s: DOST AO No. 16 s.2020, DOST AO 11 s2020 and its amendments,***

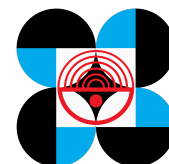
1. Monitoring or Funding Agency
2. Requesting Office/End User Through HR Section
3. Requesting Party/End User/HR
4. Requesting Party/End User
5. Requesting Party/End User
6. Requesting Party/End User
7. HR Section



<p><b>DBM Budget Circular 2007-1, DOST MC 001 s2009, DBM-DOST Joint Circular No. 1 s2013</b></p>	
<p><b>18. Payment of Gratuity Pay for Contract of Service/Job Order Employees</b></p> <p><u>For GAA COS/JO Staff:</u></p> <p>1. Payroll/List of qualified COS/JO personnel with number of months in service</p> <p>2. Certification that the COS/JO has rendered a total or an aggregate of at least 4 months of actual satisfactory performance service, including those rendered under alternative working arrangements, and the contract still exists as of December 15 of the current year.</p> <p><u>For GIA Project COS/JO Staff:</u></p> <p>1. Certification/Computation from the Budget Officer that the Project has savings to cover for the Gratuity Pay;</p> <p>2. Project Leader or HoA/AR approved Letter of recommendation, together with Certification that the COS/JO has rendered a total or an aggregate of at least 4 months of actual satisfactory performance service, including those rendered under alternative working arrangements, and the contract still exists as of December 15 of the current year;</p>	<p>1. HR Section/Requesting Office</p> <p>2. HR Section/Requesting Office</p> <p>1. Budget Section</p> <p>2. Requesting Party/End User in coordination with HR Section</p>



<p>3. Payroll/List of qualified COS/JO personnel with number of months in service</p> <p><b>Applicable Guideline/s: DBM Budget Circular No. 2023-3</b></p>	<p>3. Project Staff in coordination with HR Section</p>
<p><b>19. Payment of Collective Negotiation Agreement (CNA) Incentives</b></p> <p>1. Joint Resolution signed by the Employees Association accredited by the Civil Service Commission (CSC) and the Management incorporating the Guidelines and criteria for granting CNA incentive</p> <p>2. Copy of CNA Certificate of Registration with CSC</p> <p>3. Comparative statement of DBM approved level of operating expenses and actual operating expenses/Certificate of Savings</p> <p>4. Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year</p> <p>5. Payroll Register/List of Qualified Personnel for the Grant of CNAI - indicating the number of months/years in service as of October 31st of the current year</p> <p><b>Applicable Guideline/s: DBM Budget Circular No. 2023-1 and CNAI Provisions</b></p> <p>1. Joint Resolution signed by the Employees Association accredited by the Civil Service</p>	<p>1. Employees Association/Requesting Office</p> <p>2. Requesting Office</p> <p>3. Budget Officer</p> <p>4. Planning Officer</p> <p>5. Budget Officer/HR Section/Cashier Section</p>



<p>Commission (CSC) and the Management incorporating the Guidelines and criteria for granting CNA incentive</p> <p>2. Copy of CNA Certificate of Registration with CSC</p> <p>3. Comparative statement of DBM approved level of operating expenses and actual operating expenses/Certificate of Savings</p> <p>4. Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year</p> <p>5. Payroll Register/List of Qualified Personnel for the Grant of CNAI - indicating the number of months/years in service as of October 31st of the current year</p> <p><b>Applicable Guideline/s: DBM Budget Circular No. 2023-1 and CNAI Provisions</b></p>	
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*For other transactions not listed above, please refer to COA Circular No. 2023-004 and 2012-01. The Chief Accountant may require additional documents depending on the nature of expenses according to existing government accounting and auditing rules and regulations.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request with complete supporting documents to FAD - Budget Section	1.1. Receive the request and check for validity and completeness of necessary supporting documents  1.1.1. Receive Request for ORS, BURS	None	30 minutes	Administrative Aide I / Administrative Officer IV FAD - Budget Section



	<p>and DV preparation slip or Action Slip (FR-FAD-BS No.001)</p> <p>1.1.2. Check validity and completeness of the attached supporting documents (SDs) against Action Slip.</p> <p>1.1.3. Assign control number to Request for ORS, BURS and DV Preparation (Action Slip)</p>			
	<p>1.2. Obligate expense</p> <p>1.2.1. Prepare and assign control number to ORS (for GAA funded) and BURS (for GIA funded)</p> <p>1.2.2. Update Registry of Obligation/Utilization (PS, MOOE or CO)</p> <p>1.2.3. Record details in logbook for</p>	None	10 minutes	<p><i>Administrative Aide I / Administrative Officer IV - FAD - Budget Section</i></p>



	<p>ORS/BURS</p> <p>1.2.4. Release ORS/BURS and its supporting documents to approver</p>			
	<p>1.3. Certify charges are necessary, lawful, and supporting documents valid, proper and legal</p> <p>1.3.1. Review and certify charges appropriation/allotment necessary, lawful and under direct supervision and supporting documents are valid, proper and legal (Box A)</p> <p>1.3.2. Release ORS/BURS and its supporting documents to Budget Section</p>	None	5 minutes	<p><i>Division Chief Concerned/ Project Leader for BURS</i></p> <p><i>FAD-Administrative Officer I/ Reproduction Machine Operator III-A IRAD - Science Research Analyst/Science Research Specialist I CRPD - Printing Machine Operator II</i></p>
	<p>1.4. Certify Allotment Availability</p> <p>1.4.1.</p>	None	10 minutes	<p><i>Administrative Officer V - FAD - Budget Section</i></p>





	<p>Review ORS/BURS and SDs and certify allotment/s are available and obligated for the purpose (Box B)</p> <p>1.4.2. Review the updated Registry of Obligation / Utilization</p> <p>1.4.3. Release ORS/BURS and its supporting documents to Accounting Section</p>			<p><i>Administrative Aide I / Administrative Officer IV FAD - Budget Section</i></p>
	<p>1.5. Process DV</p> <p>1.5.1. Receive Action Slip, ORS/BURS and SDs</p> <p>1.5.2. Check validity of claim and completeness of documents</p> <p>1.5.3. Verify computation</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Administrative Officer IV or Administrative Officer II FAD - Accounting Section</i></p>



	<p>s and applicable taxes</p> <p>1.5.4. Prepare Disbursement Voucher (DV) with Accounting Journal Entries (2 original copies)</p> <p>1.5.5. Assign DV number and update Cash Flow Monitoring / Registry</p>			
	<p>1.6. Prepare LDDAP-ADA (for fund transfer mode of payment)</p> <p>1.6.1. Prepare and assign control number to LDDAP-ADA (2 original copies)</p>	None	3 minutes	<p><i>Administrative Officer IV</i> or <i>Administrative Officer II</i> FAD - Accounting Section</p>
	<p>1.7. Prepare BIR Form 2307 - Tax Certificate, if applicable</p> <p>1.7.1. Prepare BIR Form</p>	None	1 minute	<p><i>Administrative Officer IV</i> or <i>Administrative Officer II</i> FAD - Accounting Section</p>



	<p>2307/Tax Certificate</p> <p>1.7.2. Record in the logbook</p> <p>1.7.3. Release all documents for signature in Box A of DV to Division Chief/Project Leader</p>			
	<p>1.8. Certify Expense Necessary and Lawful</p> <p>1.8.1. Review and certify expenses are necessary, lawful and under direct supervision and SDs are valid, proper and legal by signing in Box A of DV</p> <p>1.8.2. Record in the logbook</p> <p>1.8.3. Release DV and its supporting documents to Accounting Section</p>	None	5 minutes	<p><i>Division Chief Concerned for ORS / Project Leader for BURS</i></p> <p><i>FAD-Administrative Officer I/Reproduction Machine Operator III-A IRAD - Science Research Analyst/Science Research Specialist I CRPD - Printing Machine Operator II</i></p>
	<p>1.9. Certify Cash Availability</p>	None	10 minutes if thru LDDAP-ADA	<p><i>Accountant III FAD - Accounting Section</i></p>



	<p>1.9.1. Review validity of claims, completeness of SDs</p> <p>1.9.2. Check Cash Flow Monitoring /Registry if updated and cash is available</p> <p>1.9.3. Check accuracy of DV - correctness of Journal Entries and computation</p> <p>1.9.4. Sign box C of DV if cash is available and amount claim is proper and SDs are complete.</p> <p>1.9.5. Review and certify by signing</p>		8 minutes if thru check	
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	<p>as to the correctness of LDDAP-ADA</p> <p>1.9.6. Record in the logbook</p> <p>1.9.7. Release DV and/or LDDAP-ADA and supporting document for approval</p>			
	<p>1.10. Approve DV/LDDAP-ADA</p> <p>1.10.1. Approver to sign box D of DV</p> <p><i>Note:</i></p> <ul style="list-style-type: none"> <li>- <i>For PS and remittances regardless of amount and for MOOE and CO amounting to P100,000.00 and below</i></li> </ul>	None	5 minutes	<p><i>FAD Chief</i></p> <p><i>FAD Chief Director</i></p>



	<ul style="list-style-type: none"> <li>- For more than P100,000.00 MOOE and CO</li> <li>- For clearance in Box D of DV</li> <li>- For approval in Box D of DV</li> </ul> <p>1.10.2. Record in the logbook</p> <p>1.10.3. Release DV and/or LDDAP-ADA and supporting document to Cashier for payment</p>		<p>5 minutes</p> <p>5 minutes</p>	<p><i>Administrative Assistant III or Administrative Officer I</i> FAD - Accounting Section</p>
	<p>1.11. Prepare Payment</p> <p>1.11.1. Verify completeness of signatories on the DV and LDDAP-ADA</p> <p>1.11.2. Prepare check and Summary of LDDAP- ADA Issued and Invalidated ADA Entries (SLIAE)</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Administrative Officer V Or Administrative Assistant I</i> FAD - Cashier Section</p>

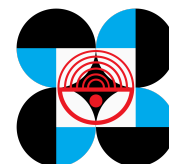


	<p>1.11.3. Update Check Disbursement Record (CkDR)</p> <p>1.11.4. Prepare ACIC through Land Bank of the Philippines- Electronic Modified Disbursement System (LBP-EMDS) and weAccess Facility</p> <p>1.11.5. Approve ACIC through Land Bank of the Philippines- Electronic Modified Disbursement System (LBP-EMDS) and weAccess Facility</p> <p>1.11.6. Sign check, ACIC, LDDAP-ADA and SLIAE</p>		15 minutes	<p><i>Division Chief Finance and Administrative Division</i></p> <p><i>Administrative Officer V, FAD Chief and Director</i></p>
	1.12. Release Payment to Creditors / Payees	None	(paused-clock) 10 minutes	<p><i>Administrative Assistant I FAD - Cashier Section</i></p>



	<p>1.12.1. Submit ACIC, LDDAP-ADA and SLIAE to the bank before cut-off time (12:00pm)</p> <p>1.12.2. Release checks</p> <p>1.12.3. Inform / advise creditors / payees thru email regarding the status of their claim, send validated LDDAP- ADA as reference.</p> <p>1.12.4. Request OR/Collection Receipt as proof of payment received</p>		<p>5 minutes</p>         <p>5 minutes</p>	<p><i>Administrative Officer V</i> FAD - Cashier Section</p>         <p><i>Administrative Assistant I</i> FAD - Cashier Section</p>
	<b>TOTAL:</b>	None		

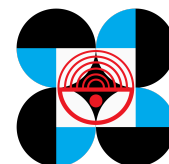




## 8. Receiving and Processing of Application for Employment

This service covers the recruitment and selection of successful candidate/s for vacant positions in DOST-STII.

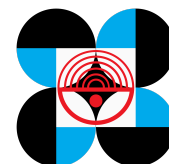
<b>Office or Division:</b>	Finance and Administrative Division - Human Resources Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government-to-Government G2C – Government-to-Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Employee Form File		Finance and Administrative Division - Human Resource Section		
Application Documents (one copy only per document)				
a. Application Letter File		Applicant		
b. Transcript of Records and Diploma		Applicant		
c. CS Form No. 212 s. 2017 (Personal Data Sheet)		CSC Website		
d. Certificate of Employment with Actual Duties and Responsibilities		Applicant		
e. Certificate of Training Attended		Applicant		
f. CSC Eligibility or PRC License		Civil Service Commission or Professional Regulation Commission		
g. Driver's License (for driver applicants)		Land Transportation Office		
h. Performance Rating for one rating period (for government employees)		Current or previous employer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End user submits Request for Employee (RFE)	1.1. Receives RFE	None	3 minutes	<i>Administrative Officer V with the assistance of Administrative Officer II (Action Officer)</i> FAD - Human Resource Section
	1.2. Review and endorse to FAD Chief for Approval		5 minutes	
	1.3 Approves RFE		5 minutes	
	1.4. Prepare Publication of Vacancy		1 hour	
	1.5 Approves Publication of Vacancy		2 minutes	



<p>2. Submits application documents not later than the deadline</p>	<p>2.1 Receive and record receipt of application documents</p> <p>2.2 Review completeness of application documents</p> <p>2.3 Submit the application documents to the End User for review of qualifications</p> <p>2.4 End User reviews the relevance of applicant's education, trainings, and work experience.</p> <p>2.5 Return all the application documents and submits to the Human Resource Section the shortlist of candidates with test questionnaire / written examination</p> <p>2.7 Send notification to the qualified applicants about the examination date and venue</p>	<p>None</p>	<p>5 minutes</p> <p>1 hour</p> <p>15 minutes</p> <p>10 days</p> <p>15 minutes</p> <p>30 minutes</p>	<p><i>Administrative Officer V with the assistance of Administrative Officer II (Action Officer) FAD - Human Resource Section</i></p> <p><i>End User</i></p> <p><i>End User</i></p> <p><i>Administrative Officer V with the assistance of Administrative Officer II (Action Officer) FAD - Human Resource Section</i></p>
<p>3. Attends the qualifying examination</p>	<p>3.1 Administer examination to shortlisted applicants</p> <p>3.2 Prepares the selection line up reflecting the competence and qualification of candidates on the basis of following criteria:</p>	<p>None</p>	<p>1 day</p> <p>30 minutes per applicant</p>	<p><i>Administrative Officer II (Action Officer) FAD - Human Resource Section</i></p>



	<ul style="list-style-type: none"> <li>-Performance</li> <li>-Education and Training Experience and Outstanding accomplishments</li> <li>-Psycho-social attributes and personality traits</li> <li>-Potential</li> </ul>			
4. Attends the HRMPSB interview	<p>4.1 Facilitate the interview of applicants</p> <p>4.2 Compute and prepare the comparative matrix and tabulation</p> <p>4.3 Prepare Minutes of the HRMPSB Interview</p> <p>4.4 Deliberate on the ranking of the candidates</p> <p>4.5 Notify the top 5 or less candidates for the psychological test.</p> <p>4.6. Conduct background investigation</p>	None	<p>30 minutes per applicant</p> <p>5 days</p> <p>5 days</p> <p>4 hours</p> <p>30 minutes</p> <p>3 days</p>	<p><i>DOST-STII Human Resource Merit Promotion and Selection Board</i></p> <p><i>Administrative Officer V with the assistance of Action Officer (Administrative Officer II)</i> FAD - Human Resource Section</p>
5. Attend the Psychological Test	<p>5.1 Endorse the names to the Psychological Center applicants for test. <i>The Psychologist will conduct the test and interpret the result.</i></p>	None	<p>30 minutes</p> <p>7 days</p>	<p><i>Administrative Officer V with the assistance of Administrative Officer II (Action Officer)</i> FAD - Human Resource Section</p>



	<i>Report is submitted to STII.</i>			
6. Attends the final interview with Agency Head	6.1 Final interview with the Agency Head	None	1 day	<i>DOST-STII Director</i>
	6.2. Request for filling-out of online feedback form.		4 hours	<i>DOST-STII Director, HRMPSB Chairperson and End User</i>
7. Submit accomplished Client Satisfaction Measurement Form via Google Form	7.1 Receive and review the feedback.	None	3 days	<i>Administrative Officer II (Action Officer) FAD - Human Resource Section</i>
8. Wait for the result of the application	8.1. Deliberate on the result	None	2 days	<i>DOST-STII Director, HRMPSB Chairperson and End User</i>
	8.2. Prepare notices of result	None	1 hour	<i>Administrative Officer V with the assistance of Administrative Officer II (Action Officer) FAD - Human Resource Section</i>
	8.3 Inform all applicants who took the exam and/or attended the interview/s through electronic mail regarding the status of their application  <i>Note: for the candidate who was selected for the position will be</i>	None	30 minutes	<i>Administrative Officer II (Action Officer) FAD - Human Resource Section</i>

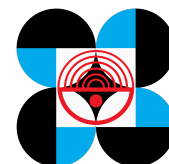


	<i>informed as well of the requirements for appointment.</i>			
	<b>TOTAL:</b>	None	37 days, 19 hours and 38 minutes	

Notes:

The Total Processing Time is computed based on four (4) applicants for a vacant position.

As per Omnibus Rules on Appointments and Other Human Resource Actions (Revised July 2018), Rule VII Sec. 29. The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published.



## 9. Request for Employee Records (Certificate of Employment and Service Records)

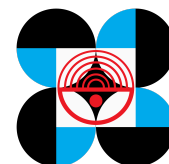
A Certificate of Employment (COE) is issued by the Finance and Administrative Division - Human Resource Section (FAD-HR) upon the request of the existing or separated permanent employees and contract of service staff of the Department of Science and Technology-Science and Technology Information Institute for various purposes. This contains the name of employee, position, place of assignment, and period of service or employment. It may also include the monthly or annual compensation of the employee if requested.

A Service Record (SR) is issued by FAD-HR upon the request of the existing or separated permanent employees. The SR contains the records of a government employee in the service from original appointment to present or until the employee's separation from the Institute.

<b>Office or Division:</b>	Finance and Administrative Division - Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government-to-Government G2C – Government-to-Client			
<b>Who may avail:</b>	Permanent employees and Contract of Service Staff			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Employee Records Request Form		Finance and Administrative Division - Human Resource Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certificate of Employee (COE) / Service Record (SR) via Online Request Form	1.1. Receive the request	None	2 minutes	<i>Administrative Officer V with the assistance of the Action Officer</i> FAD - Human Resource Section
	1.2. Evaluate the request		5 minutes	
	1.3. Retrieve files of the requesting employee/staff.		30 minutes	
	1.4. Prepare the document being requested.		1 hour	
	1.5 Submit to the HR Head or authorized		2 hours	



	authority for review and signature.			
2. Receive the requested COE/SR	2.1. Record receipt of the document.  2.2. Request for filling-out of online feedback form.	None	1 hour	<i>Administrative Assistant II</i> FAD - Human Resource Section
3. Submit accomplished Client Satisfaction Measurement Form via Google Form	3.1. Receive and review the feedback.	None	4 hours	<i>Administrative Assistant II</i> FAD - Human Resource Section
	<b>TOTAL:</b>	None	8 hours and 35 minutes (under normal circumstance and manageable volume of request)	

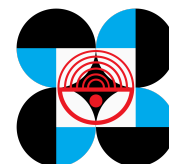


## 10. Request to Attend External Training

This service covers the acceptance to approval of the request of an existing permanent employee of DOST-STII to attend the external training.

<b>Office or Division:</b>	Finance and Administrative Division - Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DOST-STII Employees			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Submit one copy per document: a. Nomination Form (1 copy) b. Feedback Form (1 copy)		Finance and Administrative Division - Human Resource Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished nomination form with an approval of the immediate supervisor.	1.1 Receive the nomination form along with a training invitation attached.  1.2. Review brief description, objectives, location, and training fee of the received training invitation.	None	1 day	<i>Administrative Officer V with the assistance of Administrative Officer II (Training Specialist I)</i> FAD - Human Resource Section
2. Wait for the feedback on the status of request.	2.1. Check the Individual Development Plan of the employee to know the competency gaps that can be addressed by the training.  2.2. Endorse the nomination form to the HRDC for deliberation and approval.	None	3 days	<i>Administrative Officer V with the assistance of Administrative Officer II (Training Specialist I)</i> FAD - Human Resource Section





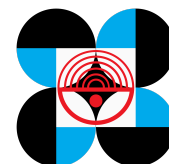
	<p>2.3. HRDC will evaluate based on the stated reason from the form.</p> <p><i>If the request is disapproved, inform the employee/immediate supervisor of the discussion and reason of the HRDC.</i></p> <p><i>If the request is approved, recommendation to the head of the agency for approval.</i></p>			DOST-STII Human Resource Development Committee (HRDC)
3. Inform the employee of the status of the request.	<p>3.1. Notify the status of the request training to the employee</p> <p><i>If the request is approved, Issuance of the Special Order, facilitate payment (If applicable), and coordination with the training provider regarding the registration and payment method.</i></p>	None	2 days	<i>Administrative Officer V with the assistance of Administrative Officer II (Training Specialist I)</i> FAD - Human Resource Section
4. Register to the Training Provider	<p>4.1. Assist in coordinating with the Training Provider to secure a training slot prior to the date of the training.</p> <p><i>If with training fee, forward payment slip to the employee.</i></p>	None	1 day	<i>Administrative Officer V with the assistance of Administrative Officer II (Training Specialist I)</i> FAD - Human Resource Section



	<i>If without training fee, accomplish registration</i>			
	<b>TOTAL:</b>	None	7 days and 25 minutes	



**Communication Resources  
and Production Division  
External Services**



## 11. Production of Audio-Visual Presentation

The Audio-Visual Section of the Communication Resources and Production Division (CRPD) is responsible for providing audio-visual production services to external clients who might need assistance in the processing of S&T video footages or materials into script-to-screen AVP.

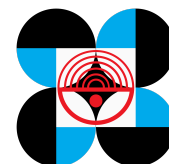
<b>Office or Division:</b>	Communication Resources and Production Division (CRPD) - Audio-Visual Section (AV)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to another Government Agency or Government Employee			
<b>Who may avail:</b>	DOST agencies and regional offices; DOST Sectoral Councils and Advisory bodies and other S&T stakeholders (in some occasions)			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Audio Visual Services Request Form (FR-CRPD-AV No. 001) - 1 copy		Communication Resources and Production Division - Audio-Visual Section		
Audio Visual Production Services Status Form (FR-CRPD-AV No. 002) - 1 copy		Communication Resources and Production Division - Audio-Visual Section		
Audio Visual Services Acknowledgment Receipt Form (FR-CRPD-AV No. 004) - 1 copy		Communication Resources and Production Division - Audio-Visual Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fills up Audio Visual Services Request Form (FR-CRPD-AV No. 001)	1.1. Acknowledge receipt of request and endorse to CRPD Chief or Supervising SRS for approval	None	15 minutes upon receipt of request	<i>Division Chief or Supervising Science Research Specialist Communication Resources and Production Division</i>
	1.2. Approve request	None	15 minutes upon receipt	
	1.2.a. if disapprove, client will be informed right away			
	1.3. AV Section plans production	None	3 hours	<i>Science Research Specialist II/ AV Section or</i>



				<p><i>Audio Visual Technician III &amp; IV</i> CRPD - Audio-Visual Section</p> <p><i>Supervising SRS or Writer</i> Communication Resources and Production Division</p> <p><i>Science Research Specialist II</i> /AV Section or <i>Audio Visual Technician III &amp; IV</i> CRPD - Audio-Visual Section</p> <p><i>Audio Visual Technician III &amp; IV</i></p> <p><i>Science Research Specialist II/ AV</i> Section or <i>Audio Visual Technician III &amp; IV</i> CRPD - Audio-Visual Section</p>
	1.4. Script preparation and approval	None	2 working days with research and after info mat'ls are received	
	1.5. Depending on the required material shooting/ videotaping is carried out by the AV team	Supplies (USB, 9V batteries, etc.) may be provided by the client or appropriate fees during shoot	5 working days	
	1.6. Editing and other post-production works	Transportation cost and other incidental expenses during editing c/o client	3 working days	
	1.7. Draft video sent electronically for preview and comments by client and fills up AVP Status Form (FR-CRPD-AV No. 002)	Data fee/Internet fee to send an email or access Facebook	1 day upon completion	



2. Client previews the edited material and relays any revisions to AV Section	2.1 Edit and revise draft AVP based on client's comments	None	2 days upon receipt of clients	<i>Audio Visual Technician III &amp; IV</i> CRPD - Audio-Visual Section
3. Client signs AV Services Acknowledgment Receipt Form (FR-CRPD-AV No. 004) upon receipt of final product	3.1 Retrieve client acknowledgment receipt	None	2 hours depending on location of requesting client	<i>Science Research Specialist III/ AV Section or Audio Visual Technician III &amp; IV</i> CRPD - Audio-Visual Section
	<b>TOTAL:</b>	None	13 Days, 4 hours and 30 minutes	



## 12. Photo/Video Coverage

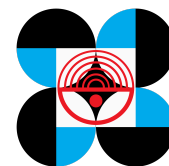
The AV Section of the Communication Resources and Production Division (CRPD) is responsible for providing audio-visual services to external clients that include actual photo and video coverages and/or technical setup of S&T events with final output/product of documented events composed of the digital photos and videos in digital format.

<b>Office or Division:</b>	Communication Resources and Production Division (CRPD) - Audio-Visual Section (AV)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government-to-Government G2C – Government-to-Client			
<b>Who may avail:</b>	DOST agencies and regional offices; DOST Sectoral Councils and Advisory bodies and other S&T stakeholders (in some occasions)			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Audio Visual Services Request Form (FR-CRPD-AV No. 001) - 1 copy		Communication Resources and Production Division - Audio-Visual Section		
Audio Visual Services Acknowledgment Receipt Form (FR-CRPD-AV No. 004) - 1 copy		Communication Resources and Production Division - Audio-Visual Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fills up Audio Visual Services Request Form (FR-CRPD-AV No. 001)	1.1 Acknowledge receipt of request and endorse to CRPD Chief or Supervising SRS for approval	None	1 hour upon receipt of request	<i>Supervising SRS/AV Photographers/ Videographers</i>
	1.2. Approve request 1.2.a. if disapprove, client will be informed right away		15 minutes upon receipt	<i>CRPD Chief or Supervising SRS, CRPD</i>
	1.3. Conduct actual photo/ video coverage		3 hours (depending on the program of the event/activity)	<i>Photographers and Videographers</i>
	1.4. Edit photos and videos for final cut		3 working days	<i>CRPD photographers and</i>



	1.5. Send final cut photo/ video via email/cloud or request client to pick up		1 working day (depending on location of client)	<i>videographers</i>  <i>CRPD photographers and videographers</i>
2. Client signs AV Services Acknowledgment Receipt Form (FR-CRPD-A V No. 004)	2.1. Retrieve/collect client acknowledgment receipt	None	2 hours (depending on location of requesting client)	<i>CRPD photographers and videographers</i>
	<b>TOTAL:</b>	None	4 Days, 6 hours and 15 minutes	

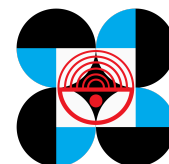




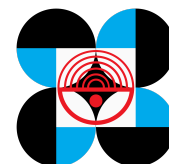
### 13. Distribution of S&T Post Magazine

This service covers the distribution of S&T Post printed magazine, a quarterly publication produced by the DOST-Science and Technology Information Institute with four (4) issues per year that contains news and feature articles on science, technology, and innovation of the DOST and its agencies; DOST knowledge products and services; S&T events; S&T events with photos; success stories; announcements of upcoming events; technology tips; S&T personality profiles; etc. The S&T Post is distributed to different stakeholders, contained in a master list of recipients, that include the following: DOST top management; DOST agencies; DOST regional offices; NGAs; state universities and colleges (SUCs); public and private schools, and other interested S&T partners or by special request through phone call, letter, or email.

<b>Office or Division:</b>	Communication Resources and Production Division (CRPD) – Content Development and Editorial Section (CDES)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to another Government Agency			
<b>Who may avail:</b>	Internal and External Clients (DOST agencies and regional offices, NGAs, SUCs, students and other S&T stakeholders)			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the office of the DOST-STII Director (1 original, hard copy, signed) mail to DOST-STII Bldg., DOST Complex, Gen. Santos Ave., Bicutan, 1631 Taguig City, Philippines  OR  Email the request letter addressed to the office of the DOST-STII Director (1 digital copy, signed) to <a href="mailto:circulation@stii.dost.gov.ph">circulation@stii.dost.gov.ph</a>		Citizen or client requesting a copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends letter or email request for copy of S&T Post (for those not in mailing list)	1.1. Acknowledge receipt of request	Data/ Internet cost to send email request letter	15 minutes upon receipt of request	<i>Circulation Officer / Supervising SRS</i> CRPD – Content Development and Editorial Section



	1.2. Approval of request	None	15 minutes upon receipt of request	<i>Division Chief</i> CRPD – Content Development and Editorial Section
	1.3. Pack and label requested copies for distribution based on the request and mailing list of recipients and endorse to third-party courier	None	15 working days upon receipt of copies from printer	<i>Circulation Officer</i> CRPD – Content Development and Editorial Section
	1.4. Delivery of S&T Post Magazine by third-party courier	None	Within 7 business days upon pick-up of packed/labelled S&T publications from STII	<i>Third-party courier (external)</i>
	<b>TOTAL:</b>	None	22 days and 30 minutes	



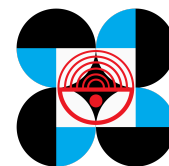
## 12. DOSTv Balitang RapiDOST Coverage Request

DOSTv provides special coverage of the latest events and activities as requested by the Department of Science and Technology (DOST) regional and provincial offices; attached agencies; DOST sectoral councils and advisory bodies through the public service announcement program, Balitang RapiDOST.

<b>Office or Division:</b>	Communication Resources and Production Division (CRPD) – DOSTv			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to another Government Agency or Government Employee			
<b>Who may avail:</b>	DOST Regional and Provincial Offices; Attached Agencies; DOST Sectoral Councils and Advisory bodies			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for DOSTv Services Form (1 copy)		Communication Resources and Production Division (CRPD) - DOSTv		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fills up Request Form for DOSTv Services	1.1. Acknowledge receipt of Request	None	1 hour upon receipt of request	<i>Supervising SRS / DOSTv Admin / Coordinator</i>
	1.2. Approve request and coordinate with the client	None	15 minutes upon receipt or maybe more depending on availability and accessibility of requesting client	<i>CRPD Chief or DOST-STII Director</i>
	1.3. Conduct actual video coverage	None (Meals, transportation, accommodation, if applicable)	3 hours up to 1 to 3 days (depending on the program of the event/activity)	<i>Assigned DOSTv Staff (Writer and Editor)</i>
	1.4. Edit raw footages for upload/broadcast	None	2 working days	<i>Assigned DOSTv staff (Writer and Editor)</i>



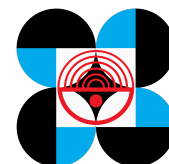
	1.5 Upload/broadcast video on the available platform	None	30 minutes upon receipt of the edited video	<i>Assigned DOSTv staff</i>
	<b>TOTAL:</b>	None	2 days, 4 hours and 45 minutes	



### 13. Subscription to Philippine Journal of Science

This service covers the payment to subscribe for printed copies of the Philippine Journal of Science (PJS), a scientific journal published quarterly by the Department of Science and Technology.

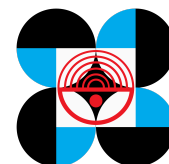
<b>Office or Division:</b>	Communication Resources and Production Division (CRPD) Philippine Journal of Science (PJS) Editorial Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizens G2G - Government and to Other Government Agencies			
<b>Who may avail:</b>	All			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Subscription Form (or Purchase Order) (1 original copy)		PJS Editorial Office		
Invoice (1 original copy)		PJS Editorial Office		
Request for Order of Payment (1 original copy)		Finance and Administrative Division - Accounting Section		
Order of Payment (1 original copy)		Finance and Administrative Division - Accounting Section		
Official Receipt (1 original copy)		Finance and Administrative Division - Cashier Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the required information in the Subscription Form (alternatively, present a Purchase Order as an equivalent document).	1.1. Either give the Subscription Form to the Client or receive the Purchase Order from the Client.  1.2. Issue the Invoice.	None	10 minutes	<i>Senior Science Research Specialist</i> Content Development and Editorial Section (CDES)
2. Submit the following required documents to	2.1. Receive the required documents and check for completeness.	None	5 minutes	<i>Chief Administrative Officer</i> Finance and Administrative



<p>the Collection Officer for initial assessment and verification:</p> <ul style="list-style-type: none"> <li>• Subscription Form (or Purchase Order),</li> <li>• Invoice, and</li> <li>• Request for Order of Payment.</li> </ul>	<p>2.2. Issue the Order of Payment if all required documents were given.</p>			<p>Division (FAD)</p>
<p>3. Pay the required fee.</p>	<p>3.1. Accept the payment based on the Order of Payment.</p> <p>3.2. Issue the Official Receipt.</p>	<p>Per journal copy:</p> <ul style="list-style-type: none"> <li>• PHP 200 (personal use)</li> <li>• PHP 250 (institutional use)</li> </ul>	<p>5 minutes</p>	<p><i>Chief Administrative Officer</i> Finance and Administrative Division (FAD)</p>
<p>4. Return to the PJS Editorial Office to present the Official Receipt for the journal copies.</p>	<p>4.1. Check the Official Receipt.</p> <p>4.2. Give the journal copies to the Client.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Printing Machine Operator II</i> Creative Services and Design Section (CSDS)</p>
	<p><b>TOTAL:</b></p>	<p>Per journal copy:</p> <ul style="list-style-type: none"> <li>• PHP 200 (personal use)</li> <li>• PHP 250 (institutional use)</li> </ul>	<p>25 minutes</p>	



**Information Resources  
and Analysis Division  
External Services**

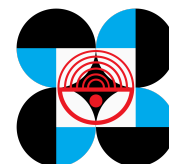


### 13. Library Material Request

This service covers the library material request process from receiving requests to providing library material.

<b>Office or Division:</b>	Information Resources and Analysis Division (IRAD) – Library Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip for Library Materials (for onsite clients, 1 copy)		DOST-STII – Library’s Frontline Desk		
Borrower’s Record (for DOST employees only, 1 copy)		DOST-STII – Library’s Frontline Desk		
Email request (for online clients)		Citizen or client requesting the service.		
Library Attendance Sheet via Google Form		DOST-STII – Library OPAC station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For onsite clients: fill out the library attendance sheet via Google Form located at the DOST-STII library OPAC station and the request form for library materials located at the DOST-STII library’s frontline desk. / For online clients: email material request at library@stii.dost.gov.ph	1.1. Receive accomplished request form for library materials/ email requests from client.	Travel expenses to DOST Bicutan (for onsite clients) / Data/ Internet fee to email request for library materials (for online request)	5 minutes	<i>Supervising Science Research Specialist</i> Information Resources and Analysis Division- Library Services Section

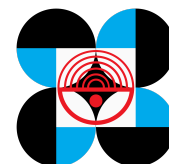




<p>2. Wait for the issuance of requested materials/email response from the library.</p>	<p>2.1. Check the availability of the material as indicated in the request form/email.</p> <p><i>2.1.1. If the requested material is available, issue/send the material.</i></p> <p><i>2.1.2. If the requested material is not available, refer the client to the agency library where the material is available or refer related materials/source to client. If the client request to borrow the material, fill out the borrower's record. Borrowing of material is only allowed to DOST employee.</i></p>	<p>Data / Internet fee to receive requested library materials via email (for online request)</p>	<p>8 working hours</p>	<p><i>Supervising Science Research Specialist Information Resources and Analysis Division-Library Services Section</i></p>
<p>3. Return the requested material to the DOST-STII library's frontline desk (for hard copy), acknowledge receipt of email (for digital copy)</p>	<p>3.1. Receive borrowed material from client for shelving (for hard copy) / receive acknowledgement from client (for digital copy)</p>	<p>Data/ Internet fee to email acknowledgement receipt (for online request)</p>	<p>5 minutes</p>	<p><i>Supervising Science Research Specialist Information Resources and Analysis Division-Library Services Section</i></p>
	<p><b>TOTAL:</b></p>	<p>Travel expenses to DOST Bicutan (for onsite clients) / Data/ Internet fee to email</p>	<p>8 hours and 10 minutes</p>	



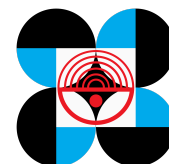
		material request, receive requested materials, acknowledge receipt of material, and accomplish feedback form (for online request)		
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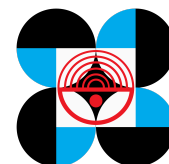
## 14. Library Tour and Orientation

This service covers the process starting from receiving a request letter, approval of the request, and conducting the library tour and orientation.

<b>Office or Division:</b>	Information Resources and Analysis Division (IRAD) – Library Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Request letter addressed to the office of the DOST-STII Director (1 original, hard copy, signed by authority) mail to DOST-STII Bldg., DOST Complex, Gen. Santos Ave., Bicutan, 1631 Taguig City, Philippines</p> <p>OR</p> <p>Email the request letter addressed to the office of the DOST-STII Director (1 digital copy, signed by authority) to library@stii.dost.gov.ph</p>		Citizen or client requesting the service.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write a request letter addressed to the office of the DOST-STII director send it via courier to DOST-STII Bldg., DOST Complex, Gen. Santos Ave., Bicutan, 1631 Taguig City, Philippines or via email at library@stii.dost.gov.ph ten (10) days before the requested date.	<p>1.1. Receive letter / email of request from client.</p> <p>1.2. Forward the request letter to the office of the DOST-STII director for approval.</p>	Courier fee/ Internet fee to send the request letter	20 minutes	<i>Supervising Science Research Specialist</i> Information Resources and Analysis Division- Library Services Section



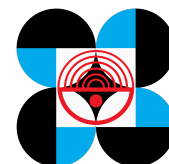
<p>2. Wait for the email or call from the DOST-STII library regarding the status of request. <i>In case of changes/ cancellations, the requesting party must inform DOST-STII before the scheduled date through letter/email or call.</i></p>	<p>2.1. Inform the requesting party through email or call regarding the status of request.</p> <p>2.2. Assign library staff to lead the tour and orientation</p>	<p>Data / Internet fee to receive status of request via email</p>	<p>1 working day</p>	<p><i>Division Chief</i> Information Resources and Analysis Division- Library Services Section</p>
<p>3. Fill out the attendance sheet and proceed to the library tour and orientation</p>	<p>3.1. Give the attendance sheet to the client.</p> <p>3.2. Conduct library tour and orientation</p>	<p>Travel expenses to DOST Bicutan</p>	<p>2 hours</p>	<p><i>Division Chief</i> Information Resources and Analysis Division- Library Services Section</p>
	<p><b>TOTAL:</b></p>	<p>Travel expenses to DOST Bicutan / Courier/ Data/ Internet fee to send request letter / Data/ Internet fee to receive status of request</p>	<p>1 day, 2 hours and 20 minutes</p>	



## 16. STARBOOKS Installation

The STARBOOKS Installation is a demand-driven service that involves deploying and setting up the STARBOOKS system for requesting institutions, such as academic institutions, libraries, local government units, and other learning hub centers.

<b>Office or Division:</b>	Information Resources and Analysis Division - STARBOOKS Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	All			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Partner Institution Profile (PIP) Form (FR-IRAD-SB No. 002)		DOST-STII-STARBOOKS Team OR DOST Regional Office-STARBOOKS Deployment Officer OR DOST Provincial Office-STARBOOKS Deployment Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the accomplished Partner Institution Profile (PIP) Form FR-IRAD-SB No. 002 either through email (starbooks@stii.dost.gov.ph) or messenger of the STARBOOKS Staff	<p>1.1. Reviews the submitted PIP form to ensure it aligns with the Guidelines on Filling out the STARBOOKS PIP Form</p> <p>1.2. Encode and verify the details into the STARBOOKS online database (www.starbooks.ph) and generate a configuration file</p> <p><i>If the installation is to be handled by the regional DO/s, send the configuration file via email.</i></p>	None	3 Days	STARBOOKS Unit Head IRAD - STARBOOKS Unit
2. Bring the computer unit to the venue	The STARBOOKS team performs the system installation onto the	None	1 day Note: At least 1	STARBOOKS Unit Head IRAD -



of the installation	computer unit(s) of the beneficiary institution(s).		working day is allocated for the installation; however, the duration may vary based on the number of computers to be installed and their technical specifications.	STARBOOKS Unit
3. Submit accomplished STARBOOKS Feedback form (FR-IRAD-SB No. 001) to the STARBOOKS team.	The STARBOOKS team administers user feedback distribution and collection of the STARBOOKS Feedback form (FR-IRAD-SB No. 001) to requesting institutions for their completion.	None	1 day	<i>STARBOOKS Team</i> IRAD - STARBOOKS Unit
	<b>TOTAL:</b>	None	5 Days  Note: The duration may vary based on the number of computers to be installed and their technical specifications.	



## Feedback and Complaints Mechanism

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback?	<p>1. Answer the Client Satisfaction Measurement Form (print copy or online via Google Form)</p> <p>2. For printed copy, return the accomplished Client Satisfaction Measurement Form to the designated frontline desk officer</p>
How feedbacks are processed?	<p>The Client Satisfaction Measurement (CSM) focal person for each service (internal/external) collects the CSM Questionnaire responses. Using the responses, the service's process owner will prepare the CSM Report quarterly and submit it to the Division Chief for assessment and approval. After approval, the CSM report will be forwarded to the Planning Unit for consolidation.</p> <p>For inquiries and follow-ups, clients may contact the following mobile number:</p> <p>FAD - 09239582400            FAD - 09062540101            Library Section - 09239582384            Library Section - 09062540092            STARBOOKS - 09289403539            STARBOOKS - 09568711864            CRPD - 09239582403            CRPD - 09062540103            CRPD-PAS - 09222678009            DOSTv - 09193754335            DOSTv - 09759180192</p>



<p>How to file a complaint?</p>	<p>Answer the Customer Complaint/ Feedback Form (FR-STII-QM No.005) and drop it at the designated drop box found in the lobby. Complaints filed thru letter is made by attaching the letter to the Customer Complaint/Feedback Form.</p> <p>Make sure to provide the following information in filing a complaints:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Name of complainant</li> </ul> <p>For inquiries and follow-ups, clients may contact the following mobile number:</p> <p>FAD - 09239582400  FAD - 09062540101  Library Section - 09239582384  Library Section - 09062540092  STARBOOKS - 09289403539  STARBOOKS - 09568711864  CRPD - 09239582403  CRPD - 09062540103  CRPD-PAS - 09222678009  DOSTv - 09193754335  DOSTv - 09759180192</p>
<p>How complaints are processed?</p>	<p>The Records Officer (Administrative Officer V) receive accomplished hard copy, online copy of complaint/letter of complaint, collects complaints from the complaint box in the lobby daily.</p> <p>The Records Officer (Administrative Officer V) record complaints in the ERMS and logbook, assign control number and forward to the Human Resource Officer (Administrative Officer V).</p>





The Human Resource Officer (Administrative Officer V) receive accomplished hard copy/online copy of complaint/letter of complaint and identify whether complaint is good and service-related or administrative-related then forward customer complaint related to goods and services through the Customer Complaint Endorsement Form to the concerned Division Chief, copy furnished Top Management, QMR, and Planning Officer.

The concerned division will act upon the complaint within 10 working days, and submit feedback/proposed action to Top Management for approval.

The concerned Division Chief provides approved feedback to the Records Officer (Administrative Officer V).

The Records Officer (Administrative Officer V) forward feedback to the customer or interested party through written communication, copy furnished the Human Resource Officer (Administrative Officer V), QMR, Top Management, Planning Officer, Concerned Division Chief/Process Owner/Committee.

For inquiries and follow-ups, clients may contact the following number:

FAD - 09239582400

FAD - 09062540101

Library Section - 09239582384

Library Section - 09062540092

STARBOOKS - 09289403539

STARBOOKS - 09568711864

CRPD - 09239582403

CRPD - 09062540103

CRPD-PAS - 09222678009

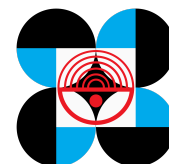
DOSTv - 09193754335

DOSTv - 09759180192



Contact information of Legal and Public Assistance Office (LPAO) of the Authority, the Presidential Complaints Center (PCC), and the Contact Center ng Bayan (CCB), the feedback facility of the Civil Service Commission (CSC).

ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  
: 1-ARTA (2782)  
PCC: 8888  
CCB: 0908-861-6565 (SMS)



## List of Offices

Office	Address	Contact Information
Office of the Director	DOST-STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	09239582400 09062540101
Finance and Administrative Division	DOST-STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	09239582400 09062540101
Information Resources & Analysis Division (IRAD)	DOST-STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	09239582384 (Library) 09062540092 (Library) 09289403539 (STARBOOKS) 09568711864 (STARBOOKS)
Communication Resources & Production Division (CRPD)	DOST-STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	09239582403 (CRPD) 09062540103 (CRPD) 09222678009 (CRPD-PAS) 09193754335 (DOSTv) 09759180192 (DOSTv)