



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

CITIZEN'S CHARTER



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2025 First Edition



I. **Mandate**

The Department of Science and Technology-Science and Technology Information Institute (DOST-STII), a DOST-attached agency, 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 Systems and Planning Section (MISPS).

II. **Vision**

By 2040, 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**

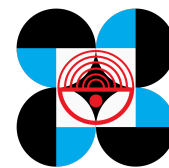
We commit to uphold the following core values, namely **Service, Commitment, Innovation, Ethics, Nurturance, Collaboration, and Excellence (**SCIENCE**), in providing service to our clients:**

- **Service** - Adheres to the basic principle of public office in delivering relevant, inclusive, and sustainable STI-driven services
- **Commitment** - Demonstrates dedication in providing the best STI-driven solutions to the country's current, emerging, and anticipated needs.
- **Innovation** - Adds value by pursuing continuous improvement of policies, products, and services.
- **Ethics** - Upholds ethical standards and integrity in all stages of scientific practice
- **Nurturance** - Promotes a safe and healthy environment that develops and nurtures scientific talents
- **Collaboration** - Engages competent people to achieve common goals and advance S&T progress
- **Excellence** - Fosters a culture of achievement and improved performance to attain the highest level of client satisfaction



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

Furthermore, all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.”



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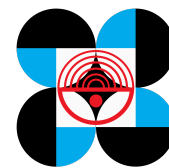
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DOST-Attached Agency

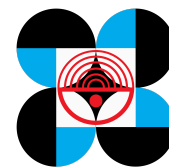
External Services



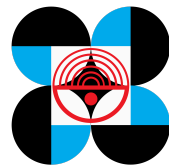
1. Library Material Request

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

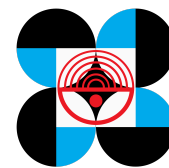
Office or Division:	Information Resources and Analysis Division (IRAD) – Library Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request Slip for Library Materials (for onsite clients, 1 copy)		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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Librarian-in-Charge



<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>2.1.1. If the requested material is available, issue/send the material.</p> <p>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 requests to borrow the material, fill out the borrower's record. Borrowing of material is only allowed to DOST employees.</p>	<p>Data / Internet fee to receive requested library materials via email (for online request)</p>	<p>8 working hours</p>	<p>Librarian-in-Charge</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), and accomplish Client Satisfaction Measurement</p>	<p>3.1. Receive borrowed material from client for shelving (for hard copy) / receive acknowledgement from client (for digital copy), and receive accomplished Client Satisfaction Measurement Form.</p>	<p>Data/ Internet fee to email acknowledgement receipt and accomplish the CSM form (for online request)</p>	<p>5 minutes</p>	<p>Librarian-in-Charge</p>



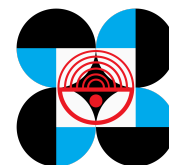
(CSM) Form.				
	TOTAL:	Travel expenses to DOST Bicutan (for onsite clients) / Data/ Internet fee to email material request, receive requested materials, acknowledge receipt of material, and accomplish CSM form (for online request)	8 hours and 10 minutes	



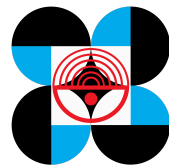
2. Library Tour and Orientation

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

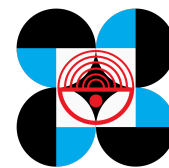
Office or Division:	Information Resources and Analysis Division (IRAD) – Library Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<p>Request letter addressed to the office of the DOST-STII 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.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter addressed to the office of the DOST-STII director and send it via courier to DOST-STII Bldg., DOST Complex, Gen. Santos Ave., Bicutan, 1631	<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	Supervising Science Research Specialist



<p>Taguig City, Philippines or via email at library@stii.dost.gov.ph at least ten (10) working days before the requested date.</p>				
<p>2. Wait for the email or call from the DOST-STII library regarding the status of request. In case of changes/cancellations, the requesting party must inform DOST-STII at least three (3) working days before the scheduled date through letter/email or call.</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>Supervising Science Research Specialist</p>
<p>3. Fill out the attendance sheet, proceed with the library tour</p>	<p>3.1. Give the attendance sheet to the client.</p> <p>3.2. Conduct library tour and</p>	<p>Travel expenses to DOST Bicutan</p>	<p>2 hours</p>	<p>Science Research Specialist II, Science Research Specialist I</p>



and orientation, and accomplish the Client Satisfaction Measurement (CSM) Form after the tour.	orientation 3.3. Administer the Client Satisfaction Measurement Form			
	TOTAL:	Travel expenses to DOST Bicutan / Courier/ Data/ Internet fee to send request letter / Data/ Internet fee to receive status of request	1 day, 2 hours and 20 minutes	



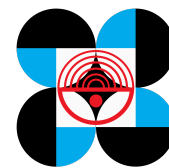
3. STARBOOKS Installation

The Science and Technology Academic and Research-Based Openly-Operated KioskS (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. STARBOOKS is a stand-alone, on-site research and information kiosk that provides free access to S&T information for academic, livelihood, and disaster mitigation. It is the country's first S&T digital library in a box, aimed at bridging the digital divide for many of our far-flung communities without or limited access to the internet.

Office or Division:	Information Resources and Analysis Division - STARBOOKS Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government services whose client is a government employee or another government agency/ G2C - Government to Client			
Who may avail:	All			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1.1. Review the submitted PIP form to ensure it aligns with the Guidelines on Filling out the STARBOOKS PIP Form 1.2. Encode and verify the details into the STARBOOKS online database (www.starbooks.ph) and generate a configuration file	None	25 minutes (per PIP)	Supervising Science Research Specialist/ STARBOOKS Staff



	<i>Note: If the installation is to be handled by the regional DO/s, send the configuration file via email.</i>			
2. Bring the computer unit to the venue of the installation	2.1 Perform system installation onto the computer unit(s) of the beneficiary institution(s).	None	4 Hours (per server unit) Note: At least 4 hours per server unit is allocated for the installation; however, the duration may vary based on the number of computers to be installed and their technical specifications.	STARBOOKS Team
3. Submit accomplished Client Satisfaction Measurement Form to the STARBOOKS team.	3.1 Administer Client Satisfaction Measurement Form	None	1 hour	STARBOOKS Team
	TOTAL:	None	5 hours and 25 minutes Note: The duration may vary based on the number of computers to be installed and their technical specifications.	



4. Audio-Visual Services

The Audio-Visual (AV) Services covers the photo and video documentation/coverages and/or multi-camera setup of S&T events, as well as audio-visual presentation (AVP) services to internal or external clients requesting assistance.

Office or Division:	Communication Resources and Production Division (CRPD) - Audio-Visual Section (AV)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to another Government Agency or Government Employee			
Who may avail:	DOST agencies and regional offices; DOST Sectoral Councils and Advisory bodies and other S&T stakeholders (in some occasions)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
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		
Client Satisfaction Measurement Form (FR-CRPD-AV No. 003) - 1 Copy		Communication Resources and Production Division - Audio-Visual Section (Printed Copy) or online (e-copy)		
Audio Visual Services Acknowledgment Receipt Form (FR-CRPD-AV No. 004) - 1 copy		Communication Resources and Production Division - Audio-Visual Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter or email request to Agency Head or CRPD Chief	1.1. Acknowledge receipt of request and endorse to Supervising Science Research Specialist for approval	Data fee/ Internet fee to send an email or access Facebook	30 minutes upon receipt of request	Head of Agency or CRPD Chief
1. Fill out Audio Visual Services Request	2.1. Acknowledge receipt of request	None	1 hr. and 15 minutes upon receipt of request	Supervising Science Research Specialist and



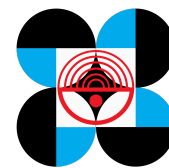
Form (FR-CRPD-AV No. 001)	2.1.A. Coordinate details of request with the client on the requested AV service/s if approved. <i>Note:</i> If disapproved, inform the client via email or instant messaging	None		concerned AV staff Science Research Specialist II/ AV Section or Audio Visual Technician III & IV
A. <u>Photo/Video Coverage</u>				
2. Receive confirmation via email or instant messaging	2.1 Conduct photo/video coverage on the scheduled date	None	1-4 hours (depending on the program of the event/activity)	CRPD photographers and videographers
	2.2 Edit photos and videos for final cut	None	2 working days	CRPD photographers and videographers
	2.3 Send the final cut photo/ video via email/cloud or pick-up upon client request	None	1 working day (depending on client's location)	CRPD photographers and videographers
3. Sign the AV Services Acknowledgment Receipt Form (FR-CRPD-AV No. 004)	3.1 Retrieve/collect client acknowledgment receipt and Client Satisfaction Measurement form	None	15 mins (for Acknowledgment Receipt Form) 15 mins (for	CRPD photographers and videographers



and accomplish Client Satisfaction Measurement Form			Client Satisfaction Measurement Form)	
			3 Working Days, 6 hrs. and 15 mins.	
<i>B. AV Presentation Production</i>				
2. Receive confirmation via email (clarify)	2.1 Plan the production	None	3 hours	Supervising Science Research Specialist or Writer Communication Resources and Production Division
	2.2 Prepare script and submit for approval	None	2 working days with research and after info materials are received	Science Research Specialist II /AV Section or Audio Visual Technician III & IV CRPD - Audio-Visual Section
	2.3 Conduct shoot/ gather video materials	Supplies (USB, 9V batteries, etc.) may be provided by the client or appropriate fees during shoot	5 working days	Audio Visual Technician III & IV
	2.4 Edit AVP and carry out other post-production works	Transportation cost and other incidental expenses	3 working days	<i>Science</i>



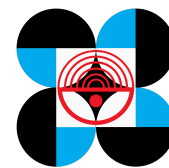
	2.5 Send draft AVP to client electronically for preview and comments and fill out AVP Status Form (FR-CRPD-AV No. 002)	during editing c/o client Data fee/Internet fee to send an email or access Facebook	1 day upon completion	<i>Research Specialist II/ AV Section or Audio Visual Technician III & IV</i> CRPD - Audio-Visual Section
3. Preview the edited AVP and relay any revisions to AV Section	3.1 Edit and revise draft AVP based on client's comments	None	2 working days upon receipt of clients	<i>Audio Visual Technician III & IV</i> CRPD - Audio-Visual Section
4. Sign the AV Services Acknowledgment Receipt Form (FR-CRPD-AV No. 004) and accomplish Client Satisfaction Measurement Form	4.1 Retrieve/ collect client acknowledgment receipt and Client Satisfaction Measurement form	None	15 mins (for Acknowledgment Receipt Form) 15 mins (for Client Satisfaction Measurement Form)	CRPD photographers and videographers
	TOTAL:	None	13 Days, 4 hours, and 15 minutes	



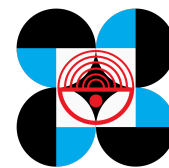
5. Post-Production of DOSTv Broadcast Content

DOSTv: Science For The People is a project under the Communication Resources and Production Division (CRPD) that produces broadcast content to promote and elevate awareness on science, technology, and innovation. The process covers the steps from the submission of topic proposals as line up for DOSTv broadcast content to the approval of content for upload/broadcast.

Office or Division:	Communication Resources and Production Division (CRPD) – DOSTv			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - Government to another Government Agency or Government Employee			
Who may avail:	DOST Regional and Provincial Offices; Attached Agencies; DOST Sectoral Councils and Advisory bodies			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Online Topic Proposal Form		Communication Resources and Production Division (CRPD) - DOSTv		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit topic proposal within the call period	1.1. Acknowledge receipt of Request	None	30 minutes	Supervising Science Research Specialist / DOSTv / Segment Producer
	1.2. Approve/ Disapprove proposal. Note: If disapproved, inform the client.	None	1 hour upon receipt	Segment Producer
	1.3 Arrange meeting with the client with approved proposal	None	15 minutes	CRPD Chief or DOST-STII Director
2. Attend meeting to plan the production shoot	2.1 Lead the meeting to finalize the production outline	None	2 hours	Researcher/ Coordinator
	2.2 Draft and finalize Production Outline	None	2 working days after the meeting	Assigned DOSTv Segment Producer



3. Approve Production Outline	2.3 Submit Production Outline for approval of the client	None	15 minutes	Assigned DOSTv Segment Producer
4. Attend the production shoot	4.1 Conduct the production shoot	None (Meals, transportation, accommodation, if applicable)	5 working days	Assigned DOSTv Segment Producer
	4.2 Edit raw footage for review of client	None	12 working days	Assigned DOSTv staff (Segment Producer, Camera Operators, Coordinator/Researcher/Host)
5. Review the broadcast content	5.1 Revise the output if applicable	None	3 working days	Assigned Editor
6. Approve content for upload/broadcast	6.1 Upload/broadcast content on the available platform	None	1 hour	Assigned Editor, Social Media Administrator
	TOTAL:	None	22 working days, and 5 hours	



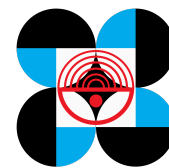
6. Purchase of Printed Copies of the Philippine Journal of Science

By implementing the controls defined in this set of procedures, the PJS Editorial Office is expected to sell printed copies in an efficient and timely manner. This covers the preparation of the required documents and provision of the printed copy.

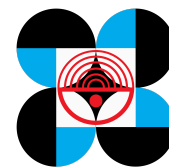
Office or Division:	Communication Resources and Production Division (CRPD) Philippine Journal of Science (PJS) Editorial Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizens G2G - Government and to Other Government Agencies			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request Form for Printed Copy (1 copy)		PJS Editorial Office		
Payment Proof (1 copy) Note: as cash, check, or bank deposit slip		Requesting Client		
Order Slip (1 copy)		PJS Editorial Office		
Request Form for Order of Payment (1 copy)		Finance and Administrative Division (Accounting Section)		
Order of Payment (1 copy)		Finance and Administrative Division (Accounting Section)		
Official Receipt (1 copy)		Finance and Administrative Division (Cashier Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supply the required information in the Request Form for Printed Copy.	1.1 Receive Request Form for Printed Copy and Payment Proof from Requesting Client.	None	15 minutes	Information Officer III (Managing Editor)
	1.2 Prepare Order Slip and attach the Request Form for Printed Copy and Payment Proof.			Chief Science Research Specialist (CRPD)
	1.3 Approve Order Slip with the attached			



	<p>Request Form and Payment Proof.</p> <p>1.4 Submit Order Slip with the attached Request Form for Printed Copy, Payment Proof, and Request Form for Order of Payment to the Accounting Section.</p>			<p>Chief) Information Officer III (Managing Editor)</p>
	<p>1.5 Receive Order Slip with the attached Request Form for Printed Copy, Payment Proof, and Request Form for Order of Payment and checks for completeness.</p> <p>1.6 Issue Order of Payment if all required documents were submitted.</p>	None	10 minutes	Accountant III
	<p>3.1. Receive Order of Payment.</p> <p>3.2. Issue the Official Receipt.</p>	<p>Per journal copy: • PHP 200 (by local purchaser for personal use) • PHP 250 (by local purchaser for</p>	10 minutes	Administrative Officer V (Collection Officer)



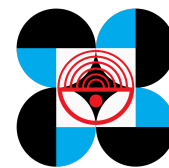
		institutional use) • USD 50 (by foreign purchaser)		
2. Receive the Official Receipt from Information Officer III (Managing Editor) and Printed Copy from Printing Machine Operator II (Circulation Aide).	4.1. Receive the Official Receipt from the Administrative Officer V and relay it to the Requesting Client. 4.2. Package the Printed Copy and transfers it to Requesting Client.	None	10 minutes	Information Officer III (Managing Editor) Printing Machine Operator II
	TOTAL:	Per journal copy: • PHP 200 (by local purchaser for personal use) • PHP 250 (by local purchaser for institutional use) • USD 50 (by foreign purchaser)	45 minutes	



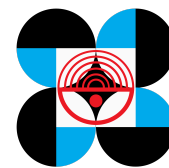
7. Peer Review of Manuscripts for the Philippine Journal of Science

By implementing the controls defined in this set of procedures, the PJS Editorial Office is expected to peer-review initial manuscripts in an efficient and timely manner. This covers the acknowledgment of the required documents, evaluation and revision of the initial manuscript, and evaluation and decision upon the revised manuscript.

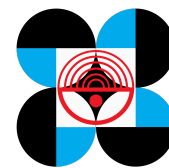
Office or Division:	Communication Resources and Production Division (CRPD) Philippine Journal of Science (PJS) Editorial Office			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business G2G - Government and to Other Government Agencies			
Who may avail:	STEM researchers			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Manuscript (initial) (1 copy)		PJS website		
Cover letter (1 copy)		Author (self-composed)		
List of reviewers (1 copy)		Author (self-composed)		
Authorship statement (1 copy)		PJS website		
Research ethics permit (1 copy) Note: required only for research involving animal or human subjects		Author (institutional)		
Wildlife gratuitous permit (1 copy) Note: required only for research involving wildlife specimens		Department of Environment and Natural Resources–Biodiversity Management Bureau		
Abstract (1 copy)		PJS Editorial Office		
Review form and guidelines [FR-CRPD-PJS No. 001] (1 copy)		PJS Editorial Office		
Revision letter (1 copy)		PJS Editorial Office		
Manuscript (revised) (1 copy)		Author (self-edited)		
Answers to reviewers' comments (1 copy)		Author (self-composed)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the initial manuscript and other	1.1. Receive and acknowledge the manuscript	None	20 calendar days	Information Officer III (Managing Editor)



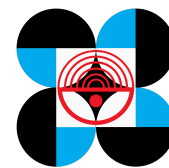
documents	<p>1.2 Check the completeness of the required documents and notify the author if inadequacies are found</p> <p>1.3 Relegate the manuscript to a queue on a “first-in, first-out” basis</p> <p>1.4 Provide a reference number to the manuscript in ascending order based on the last running number</p> <p>1.5 Conduct preliminary screening; Proceed to Step 5.1 if the content similarity value of the manuscript exceeds 5%</p>			Information Officer I (Editorial Assistant)
	<p>1.6. Search for prospective reviewers on the PJS website or Google Scholar</p> <p>1.7. Send the abstract of the manuscript to the prospective reviewers; proceeds to Step 2.3. if the invitation is accepted</p>	None	60 calendar days	<p>Information Officer III (Managing Editor)</p> <p>Information Officer I (Editorial Assistant)</p>



	<p>1.8. Send the submitted manuscript with the PJS review form and guidelines [FR-CRPD-PJS No. 001] to each of at least two reviewers</p> <p>1.9. Receive and acknowledge the submission of comments by each of the reviewers</p>			<p>Information Officer I (Editorial Assistant)</p> <p>Information Officer I (Editorial Assistant)</p>
<p>2. Compose the revised manuscript and the itemized list of answers to comments based on the comments from at least two reviewers</p>	<p>1.10. Consolidate the comments from at least two reviewers</p> <p>1.11. Prepare the revision letter based on the comments from at least two reviewers</p> <p>1.12. Receive and acknowledge the revised manuscript</p> <p>1.13. Check for the completeness of the revised manuscript and the itemized list of answers to comments; notifies the author if inadequacies are found</p>	None	30 calendar days	<p>Information Officer III (Managing Editor)</p> <p>Information Officer I (Editorial Assistant)</p> <p>Information Officer I (Editorial Assistant)</p> <p>Information Officer I (Editorial Assistant)</p>



	<p>1.14. Information Officer I (Editorial Assistant) sends the revised manuscript to each of the same first-round reviewers</p> <p>1.15. Information Officer I (Editorial Assistant) receives and acknowledges the submission of comments by each of the reviewers</p>	None	60 calendar days	Information Officer III (Managing Editor) Content Development and Editorial Section (CDES)
	1.16. Editor-in-Chief decides whether or not the revised manuscript is publishable in its present form.	None	10 calendar days	Information Officer III (Managing Editor) Content Development and Editorial Section (CDES)
	TOTAL:	None	180 calendar days	



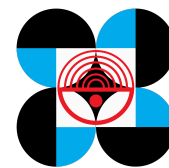
8. Distribution of S&T Post Magazine

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.

Office or Division:	Communication Resources and Production Division (CRPD) – Content Development and Editorial Section (CDES)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to another Government Agency			
Who may avail:	Internal and External Clients (DOST agencies and regional offices, NGAs, SUCs, students and other S&T stakeholders)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
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 circulation@stii.dost.gov.ph		Citizen or client requesting a copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter or email request for copy of S&T Post Magazine and or other S&T Publications (for those not in mailing list)	1.1. Acknowledge receipt of request 1.2. Approval of request	Data/ Internet cost to send email request letter None	15 minutes upon receipt of request 15 minutes upon receipt of	Circulation Officer / Supervising Science Research Specialist CRPD Division Chief CRPD



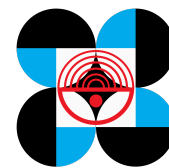
			request	
	1.3. Pack and label requested copies for distribution based on the request and mailing list of recipients and endorse to third-party courier	None	15 working days upon receipt of copies from printer	Circulation Officer CRPD – Content Development and Editorial Section
2. Receive S&T Post Magazine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



9. DOST-STII Function Room Reservation

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

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



	1.4. Book the reservation, notify the client and issue a copy of the approved request.	None	5 Minutes	Administrative Officer V
2. Accomplish Client Satisfaction Measurement Form	2.1 Administer Client Satisfaction Measurement Form	None	2 Minutes	Administrative Officer V
	TOTAL:	None	32 Minutes	

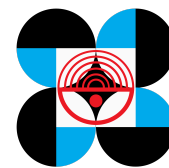
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For external clients:				
1. Submit letter of request address to the Director and DOST-STII function room reservation form.	1.1. Receive letter of request and forward to the Office of the Director for approval.	None	1 Day	Administrative Officer V Head of the Agency Office of the Director
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	Administrative Officer V



<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>Administrative Officer V</p>
	<p>4. Book the reservation and issue a copy of the approved request.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Administrative Officer I</p>
	<p>TOTAL:</p>	<p>DOST-ST II Mini -Theater P500.00 per hour (rental fee) +</p>	<p>1 Day and 35 minutes</p>	



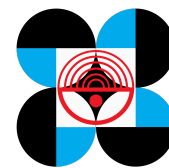
		P500.00 (maintenance fee)		
		CAST Room – P300.00 per hour (rental fee) + P300.00 (maintenance fee)		
		Training Room – P300.00 per hour (rental fee) + P300.00 (maintenance fee)		



10. Processing of Application for Employment

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

Office or Division:	Finance and Administrative Division - Human Resources Section			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government-to-Government G2C – Government-to-Client			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request for Employee Form (RFE) (1 copy)		Finance and Administrative Division - Human Resource Section		
Application Documents (one copy only per document)				
a. Application Letter		Applicant		
b. Transcript of Records and Diploma		Applicant		
c. Accomplished 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 Programs 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 of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete application documents not later than the deadline indicated in the Request for Employee (RFE)	1.1 Receive and record receipt of application documents 1.2 Review completeness of application documents and conducts preliminary	None	5 minutes 1 working days, 7 hours and 45 minutes*	Administrative Officer V with the assistance of Administrative Officer II (Action Officer)



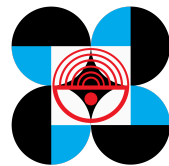
	<p>screening of applicants</p> <p>1.3 Submit the application documents to the End User/Division for review of qualifications</p> <p>1.4 End User reviews the relevance of applicant's education, trainings, work experience and competencies</p> <p>1.5 Return all the application documents and submits to the Human Resource Section the shortlist of candidates with test questionnaire / written examination</p> <p>1.6 Send notification to the qualified applicants about the examination date and venue</p>		<p>15 minutes</p> <p>10 working days</p> <p>15 minutes</p> <p>30 minutes</p>	<p>End User</p> <p>End User</p> <p>Administrative Officer V with the assistance of Administrative Officer II (Action Officer)</p>
2. Attend the Competency-based Examination	<p>2.1 Administer and check examination given to shortlisted applicants</p> <p>2.2 Prepares the selection line up reflecting the competence and qualification of</p>	None	<p>1 working days, 6 hours and 45 minutes</p> <p>2 hours*</p>	<p>Administrative Officer II (Action Officer) End-User</p> <p>Administrative Officer II</p>



	<p>candidates on the basis of following criteria:</p> <ul style="list-style-type: none"> - Performance - Education and Training - Experience and Outstanding accomplishments - Psycho-social attributes and personality traits - Potential 			
3. Participate in the HRMPSB interview	<p>3.1 Facilitate the interview of applicants</p> <p>3.2 Compute and prepare the comparative matrix and tabulation</p> <p>3.3 Prepare Minutes of the HRMPSB Interview</p> <p>3.4 Deliberate on the ranking of the candidates</p> <p>3.5 Notify the top 5 or less candidates for the psychological test.</p> <p>3.6. Conduct background investigation</p>	None	<p>3 hours*</p> <p>3 working days</p> <p>3 working days</p> <p>1 working day</p> <p>30 minutes</p> <p>2 working days and 7 hours</p>	<p>DOST-STII Human Resource Merit Promotion and Selection Board</p> <p>Administrative Officer V with the assistance of Action Officer (Administrative Officer II)</p>
4. Complete the	4.1 Endorse the names to the Third Party	None	30 minutes	Administrative Officer II (Action Officer)



Psychological Test	Provider for psychological exam			FAD - Human Resource Section
	The Psychologist will conduct the test and interpret the result. The Psychological Report is submitted to the Finance and Administrative Division - Human Resource Section.		7 working days	
5. Accomplish the Client Satisfaction Measurement Form via Google Form	5.1 Receive and review the feedback.	None	10 minutes	Administrative Officer II (Action Officer) FAD - Human Resource Section
6. Participate in the final interview with Head of Agency	6.1 Final interview with the Agency Head	None	1 working days	DOST-STII Director, HRMPSB Chairperson, Administrative Officer V, End User
7. Wait for the result of the application	7.1. Deliberate on the result	None	45 minutes	DOST-STII Director, HRMPSB Chairperson, and End User
	7.2. Prepare notices of result	None	30 minutes	Administrative Officer V with the assistance of Administrative Officer II (Action Officer)
	7.3 Inform all applicants	None	15 minutes	



	<p>who took the exam and/or attended the interview/s through electronic mail regarding the status of their application</p> <p><i>Note:</i> for the candidate who was selected for the position will be informed as well of the requirements for appointment.</p>			Administrative Officer II (Action Officer)
	TOTAL:	None	30 days, 6 hours and 15 minutes	

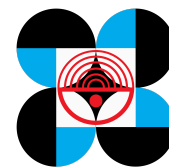
Notes:

**The Total Processing Time is computed based on the assumption that there are four (4) applicants for a vacant position. Thus, processing time may vary depending on the number of applications received.*



DOST-Attached Agency

Internal Services



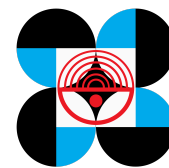
11. Control of Documents

This service covers activities starting from the identification of the need to create or revise a document to the releasing of the updated document and records.

Office or Division:	Finance and Administrative Division - Records Section			
Classification:	Simple			
Type of Transaction:	G2G - Government services whose client is a government employee or another government agency			
Who may avail:	DOST-STII Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit QMS Document Change Request form together with the printed uncontrolled copy and an electronic editable copy of the new document.	1.1. Receive document change request form.	None	5 mins	Document Custodian
	1.2. Assign document code and effectivity date and update revision number and *revision history	None	20 mins.	Document Custodian
2. Sign the final	2.1 Affix stamp the same date indicated on the signature of		10 mins.	Document Custodian



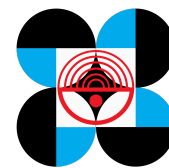
document and indicate date of signing. <i>Note:</i> Effectivity date is set upon the approval of the revised document.	the approval signatory. <i>Note:</i> Note: Dates should follow the format of Day-Month Abbreviation-Year with leading zeros (DD Mon YYYY) Example: 05 Dec 2023			
3. Fill out FR-STII-DC No. 002 Issuance and Withdrawal Form. <i>Note:</i> Orientation should be conducted within 15 working days after the effectivity date.	3.1 Issue approved updated document with “controlled copy” and withdraw obsolete documents from the process owner.		20 mins.	Document Custodian
	3.2 Update Master list of Controlled Documents		30 mins.	Document Custodian
	3.3 Scan the approved document and convert to electronic form and save the approved document to digital storage with corresponding data security set.		20 mins	Document Custodian
	3.4 Upload new document to cloud storage for back-up		10 mins.	Document Custodian
	3.5 File the documents in the ISO cabinet located inside the records room.		10 mins.	Document Custodian
	TOTAL:	None	2 hours and 5 minutes	



12. Motorpool Services

This service covers the steps from the submission of request for transportation to the approval of request.

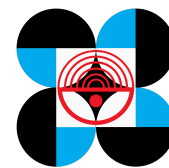
Office or Division:	Finance and Administrative Division -General Services and Property Section (GSPS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client/ Government Employee			
Who may avail:	DOST-STII Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request for Transportation Form (2 copies)		Finance and Administrative Division-General Services and Property Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 vehicles.	None	5 minutes	
	1.4. Notify and Issue copy of approved request.	None	5 minutes	
2. Accomplish Client Satisfaction Measurement Form	2.1 Administer Client Satisfaction Measurement Form	None	2 Minutes	<i>Administrative Officer V</i> Finance and Administrative Division - General Services and Property Section
	TOTAL:	None	32 minutes	



13. 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.

Office or Division:	Finance and Administrative Division - Finance	
Classification:	Simple & Complex	
Type of Transaction:	G2C – Government to Client/Government Employee G2G – Government to Government	
Who may avail:	All payees with due and demandable claims from the agency: Internal: DOST-STII Employees External: Suppliers, other institutions, other government agencies	
	CHECKLIST REQUIREMENTS	WHERE TO SECURE
	<p>1. Grant of Petty Cash Fund</p> <p>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</p> <p>2. Approved Estimates of Petty Cash Expenses for 1 month (Line-Item Budget) basis for the amount in the Special Order</p> <p>3. Certificate of No Unliquidated Cash Advance certified by the Accountant</p> <p>4. Approved Fidelity Bond for cash accountability of more than PHP 5,000.00</p> <p>Applicable Guideline/s: COA Circular 97-COA Circular 2023-004, COA Circular 2012-001</p>	<p>1. Through the Human Resource Section</p> <p>2. Requesting Office/End-User</p> <p>3. Accounting Section</p> <p>4. Through Cash Section</p>
	<p>2. Grant of Cash Advance for Local travel (Pre-travel Allowance)</p> <p>1. Letter of Invitation of agency/organization or Activity Profile and Line-Item Budget (APLIB) or official written instruction from the Agency Head;</p>	<p>1. Host/Inviting Party/Requesting Office or Project Staff for internally initiated travel</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><i>Applicable Guideline/s: Guidelines: EO 77, DOST Administrative Order No. 12 s.2019</i></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>2. Grant of Cash Advance for foreign travels (Pre-travel Allowance)</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 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</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>6. Requesting Office/End User Accessed through www.undp.org or at www.dfa.gov</p> <p>7. Requesting Office/End User</p> <p>8. Office of the President</p>



<p>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>Applicable Guideline/s: Guidelines: EO 77, DOST Administrative Order No. 002 s.2021</p>	<p>9. Supplier/Training Provider</p> <p>10. Accounting Section</p> <p>11. Authorized Agency in the country destination</p>
<p>3. Liquidation/ Reimbursement of Local Travel Expenses</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>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>



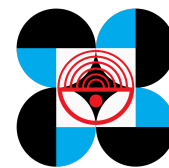
<p>7. Copy of paper/electronic boarding pass</p> <p>8. HoA/AR approved Certification for the Necessity of Travel of Contract of Service (COS)/Job Order (JO) Personnel</p> <p><u>For reimbursement of Actual Traveling Expenses:</u></p> <p><i>Documents No. 2,3,4,6,7, 8 and</i></p> <p>9. Hotel room/lodging 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>11. For transportation and reasonable miscellaneous expenses: Official Receipts or Certification of Expenses not requiring Receipts - for expenses w/o OR amounting to P300 or less or Reimbursement Expenses Receipt (RER) for expenses w/o OR amounting to more than P300 but not exceeding P1,000</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)</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>9. Requesting Office/End User/Supplier</p> <p>10. Requesting Office/End User Certification Form % Accounting Section</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>
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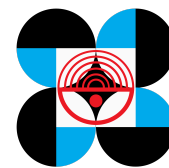
<p>of no available service vehicle for the particular travel</p> <p>c. Duly accomplished Certification for the Use of TNVS or Other Modes of Transportation</p> <p><i>Applicable Guideline/s:Guidelines: EO 77, DOST Administrative Order No. 002 s.2021, COA Circular No. 2021-001, DOST AO 11 s.2019</i></p>	<p>c. Accounting Section</p>
<p>4. Liquidation of travel expense for Foreign Travels</p> <p>1. Paper/electronic plane tickets, boarding pass, boat or bus ticket</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>1. Supplier</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>



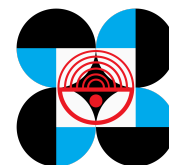
9. Liquidation Report	9. Requesting Office/End User
<p>5. Payment of Goods</p> <p>a. Meals Consumed During Meetings</p> <ol style="list-style-type: none"> 1. Notice of Meeting or any equivalent 2. Minutes of the Meeting/Photo/Documentation approved by the HoA/AR or Division Chief 3. Duly signed attendance 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> 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> 	<ol style="list-style-type: none"> 1. Requesting Office/End User 2. Requesting Office/End User 3. Requesting Office/End User 4. Requesting Office/End User/Service Provider/Supplier
<p>b. Supplies and Materials</p> <p><u>For all types of procurement:</u></p> <ol style="list-style-type: none"> 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. 2. Certified copy of the submitted contract or Purchase Order stamped “received” by COA 3. Letter of Request for payment from contractor/supplier <p><u>Additional requirements:</u></p> <ol style="list-style-type: none"> 4. Purchase Request (PR) duly approved by Division Chief and Head of Agency 	<ol style="list-style-type: none"> 1. Requesting Office/End User/GSPS 2. Requesting Office/End User/GSPS 3. Supplier 4. Requesting Office/End User/GSPS



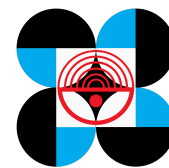
<p>5. Original copy of Dealers/Suppliers' invoices showing the quantity, description of articles, unit, and total value, duly signed by the dealer or his authorized representative</p> <p>6. Results of test analysis, if applicable</p> <p>7. Tax Receipts from BIR indicating the exact specifications and/or serial number of the equipment procured by 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>5. Supplier</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>c. Books including Subscription of e-books and other materials</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 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>1. Requesting Office/End User/GSPS</p> <p>2. Requesting Office/End User/GSPS</p>



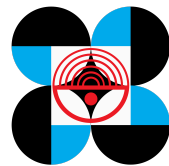
<p>3. Letter of Request for payment from contractor/supplier</p> <p><i>Additional requirements:</i></p> <p>4. Purchase Request (PR) duly approved by Division Chief and Head of Agency</p> <p>5. Original copy of Dealers/Suppliers' invoices showing the quantity, description of articles, unit, and total 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>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>
<p>d. Equipment</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 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</p>	<p>1. Requesting Office/End User/GSPS</p> <p>2. Requesting Office/End User/GSPS</p> <p>3. Supplier</p>



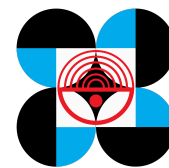
<p>contractor/supplier</p> <p><i>Additional requirements:</i></p> <p>4. Purchase Request (PR) duly approved by Division Chief and Head of Agency</p> <p>5. Original copy of Dealers/Suppliers' invoices showing the quantity, description of articles, unit, and total value, duly signed by the dealer or his 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 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>4. Requesting Office/End User</p> <p>5. Requesting Office/End User</p> <p>6. Supplier</p> <p>7. Supplier</p> <p>8. Supplier</p> <p>9. Inspection and Acceptance Committee</p> <p>10. GSPS</p> <p>11. Supplier</p>
<p>e. Payment of Airfare/ Procurement of Airline Tickets</p> <p>1. Statement of Account</p>	<p>1. Supplier</p>



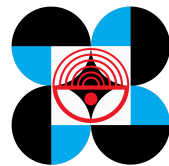
<ol style="list-style-type: none"> 2. Approved Purchase Request 3. Approved Travel Order 4. Duly approved Itinerary of Travel 5. Quotation of three travel agencies or its equivalent 6. Abstract of Quotations 7. Flight itinerary issued by the airline/ticketing office/travel agency 8. Paper/electronic plane tickets, paper/electronic boarding passes, or a passenger manifest certified by the concerned airline 9. Official Receipt for direct purchase of Airline Tickets 10. Certificate of Travel Completed 11. Travel Report 	<ol style="list-style-type: none"> 2. Requesting Office/End User 3. Through Human Resource 4. Requesting Office/End User 5. Requesting Office/End User/GSPS/Supplier 6. GSPS 7. Supplier 8. Supplier 9. Requesting Office/End User 10. Requesting Office/End User 11. Requesting Office/End User
<p>7. Payment of Services</p> <p>a. Professional Fees - G2G with MOA/MOU <i>With Memorandum of Understanding/Agreement (CONTRACT/MOU/MOA):</i></p> <ol style="list-style-type: none"> 1. Approved Activity Profile and Line-Item Budget (LIB) 2. Approved Purchase Request (PR) 3. Justification approved by Agency Head (stating RA 	<ol style="list-style-type: none"> 1. Requesting Office/End User 2. Requesting Office/End User 3. Requesting Office/End User



<p>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 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. Professional Fees - G2G w/o MOA/MOU</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>4. Concerned TWG</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>c. Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services</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>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>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> <p>8. GSPS</p> <p>9. Supplier</p> <p>10. Requesting Office/End User/Supplier</p>
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<p>d. Resource Speaker/s and Consultancy Services (external private provider)</p> <p>1. Appropriate approved documents indicating the following: a. Number of personnel involved and their corresponding rates/salary 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 Attendance/Service/Summary of Daily Time Record</p> <p>6. Proof of remittance of mandatory deduction to concerned government agencies</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>6. Supplier</p>
<p>9. Payment/ Reimbursement of Telephone or Communication Expenses, Water and Electricity Expenses, Internet and Rental of Photocopier and Other General Services</p> <p><u>Utility Expenses:</u> 1. Statement of Account/Bill/Reading</p>	<p>1. Supplier</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 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>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>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>10. Payment for Training Expenses - Registration Fees</p> <p>1. Invitation Letter/Program</p> <p>2. Fully Accomplished Nomination Form endorsed by</p>	<p>1. Requesting Party</p> <p>2. Requesting Party and his Immediate Supervisor</p>



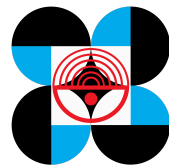
<p>Immediate Supervisor and approved by HRMPSB Head, if applicable</p> <p>3. Approved Special Order</p> <p>4. Bank Account Details of Training Provider</p> <p><i>After the training:</i></p> <p>5. Official Receipt</p> <p>6. Printed copy of handouts/learning materials</p> <p>7. Certificate of Attendance/Participation</p>	<p>3. Through the Human Resource Section</p> <p>4. Training Provider</p> <p>5. Training Provider</p> <p>6. Training Provider</p> <p>7. Training Provider</p>
<p>11. Payment of claims chargeable against Petty Cash Fund (Replenishment of PCF)</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>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 Report (IAR) or Certificate of Inspection and Acceptance</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>6. Inspection and Acceptance Committee</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>12. Monetization of Leave Credits of Personnel</p> <p>1. Approved leave application (ten days) with leave credit balance certified by HR</p> <p>2. Request for leave covering</p>	<p>1. Requesting Party/End User/HR</p> <p>2. Requesting Party/End User/HR</p>



<p>more that 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>3. Requesting Party/End User</p>
<p>13. Reimbursement of Medical Expenses</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>14. Payment of Salaries and (Personnel Economic Relief Allowance) PERA</p> <p><i>First Salary</i></p> <p>1. Certificate of Appointment duly 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>1. Human Resource</p> <p>2. Human Resource</p> <p>3. Human Resource</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 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</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> <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>
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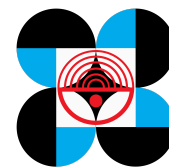
<p>of Compensation Payment/Tax Withheld</p> <p>6. Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms</p> <p><i>Last Salary</i></p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities 2. Approved DTR 3. Authority to deduct accountabilities, if any 4. Certification of available leave credits 	<p>6. Requesting Party/End User</p> <ol style="list-style-type: none"> 1. Human Resource 2. Requesting Party/End User 3. Requesting Party/End User 4. Human Resource
<p>15. Payment of Magna Carta Benefits</p> <ol style="list-style-type: none"> 1. Approved Daily Time Record (DTR) 2. Hazard Pay Certificate 3. Payroll approved by the agency head 	<ol style="list-style-type: none"> 1. Requesting Party/End User 2. Human Resource 3. Cashier
<p>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</p> <p><i>For Individual Claims</i></p> <ol style="list-style-type: none"> 1. Certification that the performance ratings for two semesters given to the personnel of the concerned division/office are at least satisfactory 2. Certification that the employee has no administrative charge 	<ol style="list-style-type: none"> 1. Human Resource 2. Human Resource



<p><i>For General Claims</i></p> <ol style="list-style-type: none"> 1. Payroll register 2. List of personnel dismissed within the year 3. List of personnel on absent without official leave (AWOL) 4. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office are at least satisfactory 	<ol style="list-style-type: none"> 1. Human Resource 2. Human Resource 3. Human Resource 4. Human Resource
<p>17. Payment for Honoraria for Resource Speakers, Special Projects, etc.</p> <p><i><u>Honoraria for Resource Speakers who is also a Government Employee - Please see DOST-STII Service No. 7b.</u></i></p> <p><i><u>Honoraria for Special/GIA/Trust Funded Projects:</u></i></p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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



<p>7. Certification of Hours Rendered for the Project - above and beyond the regular 40 hours per week</p> <p><i>Applicable Guideline/s: DOST AO No. 16 s.2020, DOST AO 11 s2020 and its amendments, DBM Budget Circular 2007-1, DOST MC 001 s2009, DBM-DOST Joint Circular No. 1 s2013</i></p>	<p>7. HR Section</p>
<p>18. Payment of Gratuity Pay for Contract of Service/Job Order Employees</p> <p><u><i>For GAA COS/JO Staff:</i></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><i>For GIA Project COS/JO Staff:</i></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</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>year;</p> <p>3. Payroll/List of qualified COS/JO personnel with number of months in service</p> <p>Applicable Guideline/s: DBM Budget Circular No. 2023-3</p>	<p>3. Project Staff in coordination with HR Section</p>
<p>19. Payment of Collective Negotiation Agreement (CNA) Incentives</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>Applicable Guideline/s: DBM Budget Circular No. 2023-1 and CNAI Provisions</p> <p>1. Joint Resolution signed by the Employees Association accredited by the Civil Service Commission (CSC) and the Management incorporating the</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>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>Applicable Guideline/s: DBM Budget Circular No. 2023-1 and CNAI Provisions</p>	
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For other transactions not listed above, please refer to COA Circular No. 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 (Request for ORS, BURS and DV preparation slip or Action Slip (FR-FAD-BS No.001)) with complete supporting documents (SD) to FAD - Budget Section. If returned due to incomplete SDs,	1.1 Receive the Request for ORS, BURS and DV preparation slip or Action Slip (FR-FAD-BS No.001), check for validity and completeness of necessary supporting documents and assign control number in the Action Slip.	None	30 minutes	Administrative Aide I / Administrative Officer IV FAD - Budget Section



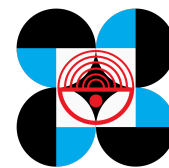
submit additional SDs for compliance				
	1.2 Prepare ORS or BURS (for GAA funded) and BURS (for GIA funded)	None	15 minutes	Administrative Aide I / Administrative Officer IV - FAD - Budget Section
	1.3. Certify charges are necessary, lawful, and supporting documents valid, proper and legal	None	30 minutes	Division Chief Concerned/ Authorized Representative/ Project Leader
	1.4. Certify Allotment Availability	None	10 minutes	Budget Officer
	1.5. Receive claims for disbursement and check validity and completeness of supporting documents.	None	30 minutes	Designated Accounting Staff
	1.6. Prepare and process DV and LDDAP-ADA* Verify computation, applicable taxes, update monitoring tool, input journal entries and assign control number to LDDAP-ADA* Print 2 original copies of DV and LDDAP-ADA* and prepare BIR Form 2307, as applicable.	None	10 3 minutes	Designated Accounting Staff



	1.7 Certify expenses are necessary, lawful and incurred under the direct supervision of the Chief	None	5 minutes	Division Chief/ Authorized Representative/ Project Leader
	1.8. Certify cash availability, completeness of supporting documents and propriety/validity of the claim. Review details in the DV, LDDAP*, BIR Form 2307.	None	30 5 -minutes	Accountant III
	1.9 Approve DV and LDDAP-ADA*	None	5 minutes	Authorized Approver
	1.10 Receive and check approved DV and LDDAP-ADA*. Verify completeness of signatories, update Checks and Advice to Debit Account Disbursement Record (CkADADRec)	None	5 minutes	Administrative Assistant I - Cash Section
	1.11 Prepare payment Assigns ACIC No., prepare cheque, if cannot be paid through LDDAP-ADA* payment, prepare ACIC in the	None	15 minutes	Cashier



	Electronic Modified Disbursement System (eMDS), prepares and prints the payroll list using the Financial Data Entry System (FinDes) and uploads it to weAccess Facility Payroll Service for approval of payroll crediting.			
	1.12 Approve Payment Approve in the eMDS, printed ACIC, cheque if not through LDDAP-ADA*, and SLIAE.	None	20 minutes	Authorized Approver
	1.13 Endorse approved LDDAP-ADA*, ACIC, and SLIAE with Document Transmittal to the bank	None	15 minutes	Administrative Assistant I - Cash Section
<i>*For fund transfer mode of payment</i>	TOTAL:	None	3 hours and 40 minutes	



14. Request for Employee Records (Certificate of Employment, Certification of IPCR Rating, and Service Record)

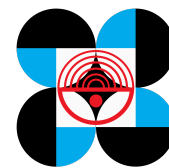
A Certificate of Employment (COE) is issued by the Finance and Administrative Division - Human Resource Section (FAD-HR) upon the request of existing or separated permanent employees and contract of service staff of the Department of Science and Technology-Science and Technology Information Institute 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, and/or duties and responsibilities 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.

Office or Division:	Finance and Administrative Division - Human Resource Section			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Client			
Who may avail:	Permanent employees and Contract of Service Staff			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Employee Records Request Form		Finance and Administrative Division - Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for employee records 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 Forward to the HR Head or authorized authority for approval		1 hour	



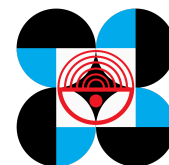
2. Receive the requested employee record	2.1. Record receipt of the document 2.2. Request for filling-out of Client Satisfaction Measurement Form	None	3 minutes	<i>Administrative Assistant II</i> FAD - Human Resource Section
3. Submit accomplished Client Satisfaction Measurement Form via Google Form	3.1. Receive and review the feedback	None	1 hour	<i>Administrative Assistant II</i> FAD - Human Resource Section
	TOTAL:	None	3 hours and 40 minutes (under normal circumstance and manageable volume of request)	



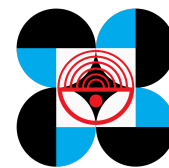
15. Request to Attend External Training

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

Office or Division:	Finance and Administrative Division - Human Resource Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DOST-STII Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Submit one copy per document: a. Nomination Form (1 copy) b. Feedback Form (1 copy)		Finance and Administrative Division - Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished nomination form from the immediate supervisor / division chief.	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>
2. Wait for the action of the Human Resource Development Committee (HRDC)	2.1. Check the Competency-based Assessment Result 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>



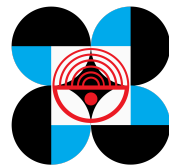
	2.3. HRDC evaluates based on the stated reason from the form.			DOST-STII Human Resource Development Committee (HRDC)
3. Receive updates or status of the request / recommendation.	<p>3.1. Notify the employee of the status of the request to attend the training</p> <p><i>If the request is approved, recommendation to the Head of Agency for approval, facilitate issuance of the Special Order, payment (If applicable), and coordination with the training provider regarding the registration and payment method.</i></p> <p><i>Otherwise, inform the employee / immediate supervisor of the discussion and reason of the HRDC.</i></p>	None	2 days	<i>Administrative Officer V with the assistance of Administrative Officer II (Training Specialist I)</i>
4. Register in the training program	<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. If without training fee, accomplish registration</i></p>	None	1 day	<i>Administrative Officer V with the assistance of Administrative Officer II (Training Specialist I)</i>
	TOTAL:	None	7 days	



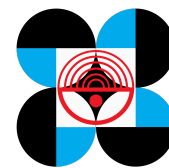
16. Technical Support Services

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.

Office or Division:	Office of the Director - Management Information System and Planning Section (OD-MISPS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DOST-STII Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
FR-STII-MISPS No.001 Service Request / Assessment Slip (1 copy)		Office of the Director - Management Information System and Planning Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request technical support service to MISPS through the Technical Support Ticketing System	1.1. Assign staff who will attend to the client	None	1 Minute	<i>Senior Science Research Specialist</i> Director - Management Information System and Planning Section (OD-MISPS)
2. Be present during technical support	2.1. 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 requiring	<i>Division Staff</i> Director - Management Information System and Planning Section (OD-MISPS)

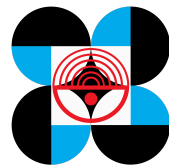


			additional time and logistics.	
3. Accomplish the Service Request/ Assessment Slip	Provide link to the online Service Request/ Assessment Slip to the client	None	1 Minute	<i>Client / Division Staff</i> Director - Management Information System and Planning Section (OD-MISPS)
	TOTAL:	None	5 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>1. Answer the Client Satisfaction Measurement Form (printed copy or online via Google Form) provided after each transaction.</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: FAD - 09239582400 FAD - 09062540101 Library Services Section - 09062540092 STARBOOKS - 09289403539 STARBOOKS - 09568711864 CRPD - 09239582403 CRPD - 09062540103 CRPD-PAS - 09222678009 DOSTv - 09193754335 DOSTv - 09759180192</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How to file a complaint	<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"> - Name of person being complained - Incident - Evidence - Name of complainant <p>For inquiries and follow-ups, clients may contact the following mobile number: 09239582400 (FAD-Finance) / 09628137308 (FAD-HR) 09062540101 (FAD-GSPS/Records) 09062540092 (IRAD) / 09568711864 (STARBOOKS) 09239582403 (CRPD) / 09222678009 (CRPD-PAS) 09193754335 (DOSTv) 09150982153 (OD/MISPS)</p>
How complaints are processed	<p>The Records Officer (Administrative Officer V) receives 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) records complaints in the ERMS and logbook, assigns a control number and forwards to the Human Resource Officer (Administrative Officer V).</p>



FEEDBACK AND COMPLAINTS MECHANISM

The Human Resource Officer (Administrative Officer V) receives 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 mobile number:

09239582400 (FAD-Finance) /

09628137308 (FAD-HR)

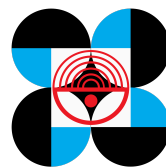
09062540101 (FAD-GSPS/Records)

09062540092 (IRAD) / 09568711864
(STARBOOKS)

09239582403 (CRPD) / 09222678009
(CRPD-PAS)

09193754335 (DOSTv)

09150982153 (OD/MISPS)



<p>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).</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-861-6565 (SMS)</p>
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List of Offices

Office	Address	Contact Information
DOST-STII	DOST-STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	09239582400 (FAD-Finance) / 09628137308 (FAD-HR) 09062540101 (FAD-GSPS/Records) 09062540092 (IRAD) / 09568711864 (STARBOOKS) 09239582403 (CRPD) / 09222678009 (CRPD-PAS) 09193754335 (DOSTv) 09150982153 (OD/MISPS)