

SCIENCE AND TECHNOLOGY INFORMATION INSTITUTE (STII)

CITIZEN'S CHARTER

SCIENCE AND TECHNOLOGY INFORMATION INSTITUTE

Department of Science and Technology
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RAYMUND E. LIBORO
Assistant Secretary, DOST
Officer-in-Charge, STII

The Science and Technology Information Institute was founded on January 1987 by virtue of Executive Order No. 128 signed by President Corazon C. Aquino. Since then, STII has become the information and marketing arm of the Department of Science and Technology (DOST), and a leading repository of science and technology information in the country.

Vision

A globally recognized knowledge center for S&T information dedicated to the empowerment of the nation's key sectors, that contributes to the improvement of Philippine society.

Mission

1. To make timely, relevant and accurate S&T information accessible through resource sharing, networking and broader and faster delivery system.
2. To keep the various stakeholders updated in local and foreign S&T developments
3. To promote public awareness, understanding and appreciation for S & T and its role in national development.

PERFORMANCE PLEDGE

We, the officials and employees of the Science and Technology Information Institute

commit to:

Serve you promptly, efficiently, and with utmost courtesy
from Mondays to Fridays, 8:00 a.m. to 5:00 p.m.

Ensure strict compliance with service standards, with
written explanation for any delays in frontline
services;

Respond to your complaint about our services the
soonest or within the day through our complaint
and assistance desk and take corrective measures;

Value every citizen's comments, suggestions, and needs,
and

Empower the public through 24/7 access to information
on our policies, programs, activities and services
through our website (www.stii.dost.gov.ph)

All these we pledge,
because YOU deserve no less.

FRONTLINE SERVICES

LIBRARY SERVICES

Steps	Client	Office	Duration	Person/Unit Responsible
1	Leave bag and other things except money and other valuables with the Guard on Duty	Front Lobby Guard	1 minute	
2	Register at Online Registration computer inside the Library	Filipiniana / General Reference	2 minutes	Self-service
3	For the first time users, complete the online registration			
4	For previously online-registered users, key-in Username and Password and subject/topic of research, e.g. investigatory project in chemistry or thesis topic in computer science			
5	Check availability of references on your topic of research through the computer inside the library		Depends on subject/topic of research	
6	If topic is available, copy the details at the Online Public Access Catalog near the computer online and fill up the publication request form	Online Public Access Catalog		Librarian on Duty
7	Submit the request form to the librarian	Librarian will provide the requested publication / material	1 minute	Librarian on duty / Client
8	Request for photocopy, if necessary	Photocopying service		Photocopy operator
9	Accomplish Library Survey Form and log-out before leaving the Library			Self-service

MEDIA SERVICES (MEDIA COVERAGE, RADIO AND TV INTERVIEWS, AND PRESS CONFERENCES)

Steps	Client	Office	Duration	Person/Unit Responsible
1	Write a request letter addressed to the Office of the Director at least three (3) days before the actual date of the event. This will give Unit ample time for the preparation and schedule adjustments			Client
2		Evaluation and approval of request	15 minutes	Content Development and Editorial Unit and Public Affairs Unit
3		Evaluation and Approval of request	1 hour	Office of the Division Chief
4		Evaluation and Approval of request	1 hour	Office of the Director
5		Announcement and coordination with media contacts	8 hours	Content Development and Editorial Unit and Public Affairs Unit
6		Arrangement and scheduling of Audio/Video Services for request of coverage	1 hour	Public Affairs Unit and Audio/Video Personnel (Unit Head)
7		Coordination and schedule of interview	8 hours	Content Development and Editorial Unit and Public Affairs Unit
8		Dissemination and uploading of press releases and articles	4 hours	Content Development and Editorial and Public Affairs Unit
9		Published write-up/article and press releases	4 hours	Content Development and Editorial Unit and Public Affairs Unit
10	Requesting party to give assistance to the activity	←	8 hours	Client and Public Affairs Unit
11	Requesting party to monitor the said activity		8 hours	Client
12		Prepare clippings and monitor activity	succeeding days	Public Affairs Unit
13	→	Prepare accomplishment and assessment report	40 hours	Client and Content Development and Editorial Unit and Public Affairs Unit

PHOTO, AUDIO-VIDEO SERVICES

Steps	Client	Office	Duration	Person/Unit Responsible
1	Write a request letter addressed to the Office of the Director at least three (3) days before the actual date of the event. This will give the Unit ample time for the preparation and schedule adjustments			
2		AV personnel will inform the requesting party through a letter or by phone if request is approved or not	1 hour (upon receipt)	Self-service
3		AV personnel to coordinate with the requesting party regarding equipment, supplies and materials to be used in the event. For full coverage one (1) mini DV tape is equivalent to one (1) hour duration	2 hours	Audio/Video Personnel (Audio/Video technician)
4	Requesting party should provide all the supplies and materials to be used (mini Dv's, CD's, DVD's, batteries)			
5	Requesting party should provide the appropriate round-trip transport for both the equipment and crew including meals of personnel especially for activities with duration of one whole day or more			
6		Photo and Video documentaion	Depends on the duration of the event	Audio/Video Personnel (Photographer and Videographer)
7		Photo and Video reproduction	One(1) to two(2) days depending on the duration of the event	Audio/Video Personnel (Photographer and Videographer)

VIDEO PRODUCTION and INFO PACKAGING SERVICES

Steps	Client	Office	Duration	Person/Unit Responsible
1	Write a request letter addressed to the Office of the Director at least three (3) days before the actual date of the said event. This will give the Unit ample time for the preparation and schedule adjustments.	AV personnel (Unit Head) to discuss production requirements with the requesting party regarding the video packaging.	1 to 2 hours	Audio/Video Personnel (Unit Head)
2		AV personnel to submit production cost for consideration to the client based on their requirements.	1 to 2 days	Audio/Video Personnel
3	Requesting Party to review and study the production cost submitted, if amenable		1 to 2 days	Client
4		If amenable, signing of Memorandum of Agreement (MOA) which will serve as basis for transfer of funds from the requesting party STII.	1 day	Client and STII
5		A pre-production meeting will also be conducted to assess and map out the direction or course of the production	1 day	Client and STII
6		AV personnel to prepare script and submit to the requesting party based on the technical requirements	1 to 3 days	Audio/Video Personnel (Scriptwriter)
7	Requesting party to review and approve the submitted script		3 days	Client
8	The client must provide a coordinator who will work closely with the AV team	Production of video package	depends on project timeline	Audio/Video Personnel
9	Attend a preview for comments or corrections		3 hours	Client
10		Editing of video based on client's comments and suggestions	1 to 2 days	Audio/Video Personnel
11		Submit final copy of AVP Info Package	1 to 2 days	Audio/Video Personnel

FILM SHOWING/ORIENTATION OF DOST SERVICES

Steps	Client	Office	Duration	Person/Unit Responsible
1	Write a request letter addressed to the Office of the Director not less than a week before the actual date of said visit.			Client
2		AV personnel will inform the requesting party through a letter or phone regarding the request if	1 hour	Audio/ Video personnel
3		AV personnel to record approved request in the AV monthly schedule of activities	10 minutes	Audio/ Video personnel
4		AV personnel to coordinate with concerned divisions and DOST agencies regarding the need for resource speakers.	1 hour	Audio/ Video personnel
5	In case of schedule changes/ cancellations, requesting party must inform STII at least two (2) days before the schedule earlier set		Depends on subject/topic of research	Client
6		Actual film showing / orientation / seminar	1-2 hours	Audio/ Video personnel/ Concerned Division and/or DOST Agency
7		Evaluation/ feedbacks	30 minutes	Client

S & T POST/ DOST DIGEST/ BALITANG RAPIDOST

Steps	Client	Office	Duration	Person/Unit Responsible
1	Submission of Articles			Writer
2		Consolidate submitted articles	1 hour	Content Development and Editorial Unit (Managing Editor)
3		Processing and editing of articles	2 hours	Content Development and Editorial Unit (Editor)
4	Provide photos, graphics, etc.	Provide photos, graphics, etc.	2 hours	Content Development and Editorial Unit/ Creative Services and Design Unit /Writer
5		Pre-publication work and coordination/draft layout	2-3 weeks	Content Development and Editorial Unit/ Creative Services and Design Unit/ Office of the Division Chief
6		Submission of the final draft to the Office of the Director for review	1 hour	Office of the Division Chief/ Office of the Director
7		Editing based on Director's comments and suggestions	4 hours	Content Development and Editorial Unit/ Creative Services and Design Unit/ Office of the Division Chief
8		Approval of the final draft	4 hours	Office of the Diretor
9		Printing	1 week	Creative Services and Design Unit
10		Distribution	1 month	Creative Services and Design Unit

Philippine Journal of Science

Client : Authors or original researches in the natural/applied sciences, engineering, mathematics

Steps	Client	Office	Duration	Person/Unit Responsible
1	Submission of article			Author
2		Acknowledgment receipt/ first screening of article	20 minutes	PJS Editor in Chief/Staff
3		Evaluation	1 month	Reviewers/PJS Editor in Chief/Staff
4	Revision		2 weeks	Author
5		Second evaluation	2 weeks	Reviewers/PJS Editor in Chief/Staff
6		Acceptance/approval for publication	1 day	PJS Editor in Chief
7		Language editing/ copy editing	1 day	PJS Staff
8		Layout	2 days	PJS Staff/Creative Services and Design Unit
9		Approval of proof	2 days	Author
10		Final layout	1 day	PJS Staff/Creative Services and Design Unit
11		Printing	15 days	Creative Services and Design Unit
12		Distribution	15 days	Creative Services and Design Unit

FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

1. Talk to our OFFICER OF THE DAY
2. Accomplish and submit our Feedback Form available in the offices

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day or email us at admin@stii.dost.gov.ph

THANK YOU for helping us continuously improve our services.

FEEDBACK FORM

(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.

☐

Compliment
(Papuri)

☐

Complaint
(Reklamo)

☐

Suggestion
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____

(Mga) tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name[OPTIONAL]: _____

(Pangalan)

Office/Agency: _____

(Tanggapan/Ahensya)

Address: _____

(Tirahan)

Contact Number(s) (if any): _____

(Telepono)

E-mail Address (if any): _____

Signature: _____

(Lagda)

Date: _____

(Petsa)