



Republic of the Philippines  
Department of Science and Technology  
**SCIENCE AND TECHNOLOGY INFORMATION INSTITUTE**

**For Agencies with Frontline Services**

**Annex A**

**CERTIFICATION of COMPLIANCE**

*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, **RICHARD P. BURGOS**, Filipino, of legal age, Director of the Science and Technology Information Institute, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The Science and Technology Information Institute (STII), through its three Divisions, has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted prominently on all STII frontline service offices.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, or in the local language and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Library Services	Provision of backup for online registration	Inclusion of logbook for registration of library users	Logbook is used to gather baseline data of its clients
	Provision of various sources of literature search	Availability of STARBOOKS and online database subscription as source of information	STARBOOKS and online database subscriptions are the new sources of

			information in the library, which are faster and more user-friendly
<b>Library Services</b>	Issuance of library ID card for registered users	Production of library ID to be given to registered users borrowing library materials	Library ID can help track the reading and borrowing habits of library clients. As a result, such information can be used to assess the value of library assets.
	Inclusion of amount of fees	Indicated Php 1.00 per page for photocopy	Photocopying fees can help defray maintenance cost of photocopiers
	Procedure for filing complaints	Handling customer complaints procedure was indicated	A smooth complaint procedure facilitates transparency
<b>S&amp;T VIDEO SHOWING SERVICES/ ORIENTATION OF DOST SERVICES:</b>  <i>Description: The activity engages schools and institutions to visit the DOST Complex and learn a bit more about how science plays a huge role in everyday life.</i>	Students from Metro Manila schools or nearby provinces come to STII for the film showing component of educational tours along with NAST and TAPI which provide the exhibits component. Close coordination with these agencies allow for a smooth flow of students who are simultaneously going in and out of the 3 diff. buildings	STII Mini Theatre is prepped (AV facilities, ventilation and printed handouts) one hour before the students arrive. A CRPD personnel is assigned to give a brief introduction about DOST, STII and their services. Students are sometimes quizzed on what they know about DOST and Smarty key chains are given out as prizes to those who answered well.	Students become more aware of DOST and how science can help them achieve their goals in life. Our film showing can help them choose careers in science plus have the impression that DOST is reaching out to the youth in providing services.
	When before STII simply had Film/Video Showing sessions, now we enhanced the students' IT	In coordination with IT Unit, orientation seminars are held before actual film showing which augments	Students enhanced learning through film showing

	knowledge with a short seminar on the use of STARBOOKS and Library Services facilitated by IT personnel	the audiences' knowledge and skills particularly in the use of our digital library & other services	and IT seminars equip them in their academic and actual life situations
	Employ a feedback mechanism to get guests/users/viewers' opinions on STII's Film/Video Showing Service	Devised an evaluation or feedback form that will signify teachers and students' rating of the service	The feedback form will result in improved services and a deeper knowledge or baseline info about specific Library users.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 31 of May, 2017 in Bicutan, Taguig City, Philippines.

  
**RICHARD P. BURGOS**

Director

Science and Technology Information Institute

**JUN 01 2017**

**TAGUIG CITY**

SUBSCRIBED AND SWORN to before me this \_\_\_\_ of \_\_\_\_ in \_\_\_\_\_, Philippines, with affiant exhibiting to me his PASSPORT with no. EB48866379 issued on 07 March 2012 at Manila, Philippines.

Doc. No. 142  
Page No. 56  
Book No. XV  
Series of 2015

  
**NOTARY PUBLIC**

**ATTY. MARION IVY DE LA CRUZ-DECENA**

**NOTARY PUBLIC**

For the Cities of Pasig; San Juan; Pateros & Taguig

Appointment No. 46 (2016-2017)

DOST-TAPI, Gen. Santos Ave., Bicutan, Taguig City

Roll of Attorneys 52998

PTR No. A-2608924; 01 / 03 / 17; Taguig City

IBP No. 1054349; 12 / 12 / 16; Pasig City