



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

CITIZEN'S CHARTER

2021 (1st Edition)



I. Mandate:

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

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

These mandates are being processed and implemented by the 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:

We are the leading agency and the authority 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 accurate, relevant, timely 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 in national development; and
- ☐ We capacitate our key stakeholders as partners and advocates in building a Science, Technology, and Innovation culture.

IV. Service Pledge:

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

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

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



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**Office of the Director-
Management Information
System and Planning Section
(Internal Service)**



1. TECHNICAL SUPPORT

This service provides technical support for hardware and software related ICT problems.

Office or Division:	Office of the Director - Management Information System and Planning Section (OD - MISPS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to another Government Agency or Government Employee			
Who may avail:	Internal and External Clients (DOST-STII Employees, DOST Agencies and DOST Regional Offices)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Service Request / Assessment Slip		OD-MISPS. Prepared by OD-MISPS staff designated to the requesting client		
2. Purchase Request Form (PR) <i>(as needed only)</i>		Finance and Administrative Division – General Services and Property Section (GSPS)		
3. Technical Report <i>(as needed only)</i>		Accomplished by OD-MISPS. To be attached to the Purchase Request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A. Client (STII staff) informs any of the OD-MISPS staff on an ICT related problem through communication platforms used in the office (Spark local messenger, Facebook Messenger). B. Client may also proceed to the OD-MISPS office personally.	1. Prepares Service Request / Assessment Slip and fill out request details	None	1-2 minutes	<i>Science Research Specialist II</i> or any of the designated Technical Staff OD-MISPS



<p>2. Conduct inspection / diagnosis on the reported ICT related problem</p>		<p>None</p>	<p>5-10 minutes</p>	<p><i>Science Research Specialist II</i> or any of the designated Technical Staff OD-MISPS</p>
<p>3. If reported problem can be fixed without component replacement, client accomplishes assessment slip and gives corresponding rating.</p>		<p>None</p>	<p>5-10 minutes</p>	<p><i>Science Research Specialist II</i> or any of the designated Technical Staff OD-MISPS</p>
<p>4. If reported problem needs component replacement.</p> <p>A. If Client was advised to report to GSPS , Client will accomplish and submit Purchase Request for the needed component.</p> <p>B. Client accomplishes assessment slip and gives corresponding rating.</p>	<p>OD-MISPS staff recommends client to proceed to GSPS to request component replacement</p> <p>Get copy from GSPS</p> <p>OD-MISPS staff write Technical Report upon GSPS' request.</p>	<p>None</p> <p>None</p>		<p><i>Science Research Specialist II</i> Information or any of the designated Technical Staff OD-MISPS</p> <p><i>Administrative Aide I</i> GSPS Officer</p>



	TOTAL:	None	22 minutes	
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**Finance and Administrative Division
(External Service)**



1. RECEIVING OF INCOMING RECORDS

This service covers receiving and routing of incoming records / documents to the Office of the Director.

Office or Division:	Finance and Administrative Division – Records Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to another Government Agency or Government Employee			
Who may avail:	All Government Agencies, LGUS, GOCC's, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Receiving copy 2. Complete attachment (if necessary)	Finance and Administrative Division – Records Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Records / documents for receiving	1. Accept the records/ documents	None	1 min	<i>Administrative Assistant II</i> Records Section
	2. Check if the attachments are complete (if necessary)	None	2 mins	
	3. Encode in the DOST-STII Electronic Records Management System	None	5 mins	
	4. Stamped and logged	None	2 mins	
	5. Give the receiving copy to the client	None	1min	
TOTAL:		None	11 minutes	



**Finance and Administrative Division
(Internal Services)**



2. CREATION OR REVISION OF DOCUMENT

This service facilitates request for creation or revision of procedures manual or form

Office or Division:	Finance and Administrative Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients / Government Employees			
Who may avail:	DOST-STII Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1.Document change request form 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 Document Change Request form	1. Receive document change request form for approval of Quality Management Representative (QMR)	None	2 mins	<i>Assistant Document Custodian Records Section</i>
	2. Review and approve the document change request form	None	8 mins	<i>QMR</i>



	3. If the document is new, input the required attributes on the Master list of Controlled Documents in the system, if it is a revision of documents, the revised attributes will be incorporated to the existing file	None	15 mins	<i>Document Custodian Records Section</i>
	4. Sign the New or Revised document	None	N/A	<i>Division Chief and Process Owner</i>
	5. Print and give controlled copy to the client	None	5 mins	<i>Assistant Document Custodian Records Section</i>
Total		None	30 mins	



3. REQUEST FOR A COPY OF DOCUMENT

Search and retrieval of documents from the records management system

Office or Division:	Finance and Administrative Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients / Government Employees			
Who may avail:	DOST-STII Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request for document form		Finance and Administrative Division – Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request for document form	1. Accept the request for document form	None	1 min	<i>Administrative Officer V</i> Records Section
	2. Search through DOST- STII Electronic Records Management System (ERMS)	None	8 mins	
	3. Give printed copy of the document to the client	None	1 min	
	4.Client accomplishes Records Feedback Form slip and gives corresponding rating.	None	1 min	
TOTAL:		None	11 minutes	



4. DISSEMINATION OF OUTGOING RECORDS

This service facilitates the routing of outgoing records to other Division/Unit, DOST-CO Records Office or to other government agencies

Office or Division:	Finance and Administrative Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to another Government Agency or Government Employee			
Who may avail:	All Government Agencies, LGUS, GOCC's, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petty Cash Voucher 2. Purchase Request Mailing envelope with complete name and address of recipient		Finance and Administrative Division – Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit records for routing or for mailing	1. Accept the records.	None	5 mins	<i>Administrative Assistant II</i> Records Section
	A. Is it for routing to another Division/Unit?		3 mins	
	a1. Encode/Update records in the DOST-STII ERMS		2 mins	
	a2. Stamped and Logged a3. Disseminate to the concerned Division/Unit			
	B. Is it for routing to DOST-CO Record?		5 mins	<i>Administrative Assistant II</i> Records Section
	b.1. Encode in the DOST-CO ERMS b.2. Stamped and logged	3 mins		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b.3. Forward the document to DOST-CO Records Office for receiving	None	5 mins	
	b3.1 or electronic copy		5 mins	
	b3.2 for hardcopy		30 mins	
	C. Is it for mailing/courier service to other government agency.			<i>Administrative Assistant II Records Section</i>
	c.1. Check for the complete requirements (PCV, PR and mailing envelope with complete name and address of the recipient)		5 mins	
	c.2. Encode in the DOST-STII ERMS		5 mins	
	c.3. Stamped and Logged		3 mins	
	c.4 Prepare Transmittal Sheet		1 min	
	c.5. Request cash to Petty Cash Custodian for payment of courier service		3 mins	



	c.6. Mail records to Post Office or courier service		1 hr	
	TOTAL	None	A.10 minutes B1. 13 minutes B2. 35minutes C. 1 hour and 17 minutes	



5. 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 (FAD) – Finance Group (Accounting Section, Budget Section and Cashier Section)	
Classification:	Simple	
Type of Transaction:	G2G – Government to another Government Agency or Government Employee G2B – Government to Business	
Who may avail:	DOST-STII Employees End-users (Service Providers/Suppliers/Consultants)	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
DOST-STII Employees (Salaries and other personnel benefits)		
Request for ORS, BURS and DV Preparation (Action Slip) -1 original with complete attachment per COA Circular No. 2012-001		FAD-Cashier Section
Payroll Register -1 original		FAD-Cashier Section
DOST-STII Contract of Service Employees (Wages)		
Request for ORS, BURS and DV Preparation (Action Slip) -1 original		FAD-Human Resource Section
Attachment(s)		FAD-Human Resource Section
Daily Time Record Accomplishment Report Contract of Service		
CHECKLIST REQUIREMENTS		WHERE TO SECURE
End-users (Service Providers/Suppliers/Consultants)		
Request for ORS, BURS and DV Preparation (Action Slip)		OD-MISPS, FAD, IRAD, CRPD



<p>Attachment(s)</p> <p>Billing Statement or Billing Invoice or Statement of Account</p> <p>Others: Travel Order, Boarding Pass, Abstract of Quotations, Report of Travel Completed, Attendance Sheet, Certificate of Appearance/Participation, Terminal Report, etc. Please refer to COA Circular No. 2012-001</p>	<p>Service Providers (i.e. Janitorial Services/Security Services, Utilities, Hotel and Restaurants, Travel Agency, etc.)</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
<p>1. Submit the request with complete supporting documents to FAD-Budget Section *Make sure that necessary attachments are complete and duly signed</p>	<p>1. Receive the request and check for completeness of necessary supporting documents</p> <p>1.1 Assigns control number to Request for ORS, BURS and DV Preparation (Action Slip)</p> <p>1.2 Records details in logbook</p> <p>1.3 Check attached supporting documents against the request</p>	None	15 mins	<p><i>Administrative Aide I</i> or <i>Administrative Officer IV</i> Budget Section</p>
	<p>2. Obligate expense</p> <p>2.1 Prepares and assigns control number to ORS (for GAA funded) and BURS (for GIA funded)</p> <p>2.2 (a) Reviews action slips and (b) verifies if supporting documents are complete</p>	None	10 mins	<p><i>Administrative Aide I</i> or <i>Administrative Officer IV</i> <i>Administrative Officer V</i> Budget Section</p>
	<p>3. Certify Allotment Availability</p> <p>3.1 Certifies charges appropriation/allotment necessary, lawful and under</p>	None	10 mins	<p><i>Division Chief Concerned/ Project Leader</i></p>



	<p>direct supervision and supporting documents are valid, proper and legal (Box A)</p> <p>3.2 Certifies allotment are available and obligated for the purpose (Box B)</p>		15 mins	<i>Administrative Officer V</i> Budget Section
	<p>4. Process DV</p> <p>4.1 Check validity of claim and completeness of documents</p> <p>4.2 Check computations and particulars for DV preparation</p> <p>Assigns DV number and update cash flow ledger</p>	None	30 mins	<i>Administrative Officer IV</i> or <i>Accountant I</i> or <i>Administrative Officer II</i> Accounting Section
	<p>5. Prepare LDDAP-ADA</p> <p>prepare and assign control number to LDDAP-ADA</p>	None	5 mins	<i>Administrative Officer IV</i> or <i>Accountant I</i> or <i>Administrative Officer II</i> Accounting Section
	<p>6. Certify Cash Availability</p> <p>6.1 Checks cash flow ledger if updated</p> <p>6.2 Certifies availability of fund</p> <p>Certifies as to the correctness of LDDAP-ADA</p>	None	10 mins	<i>Accountant III</i> Accounting Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>7. Approve DV/LDDAP-ADA/Check</p> <p>7.1 For claims</p> <p>7.1.A(PS)</p> <p>7.1.B (MOOE or CO)</p> <p>7.1.B.1 More than P20,000.00, Director signs the DV and technical related claims.</p> <p>7.1.B.2 P20,000.00 or less, concerned Division Chiefs signs the DV</p> <p>7.2 Approves LDDAP and DV</p>	None	<p>10 mins</p> <p>20 mins</p> <p>10 mins</p> <p>10 mins</p>	<p><i>FAD Chief/Director</i></p> <p><i>FAD Chief and Director</i></p> <p><i>FAD Chief</i></p> <p><i>Director</i></p>
	<p>8. Prepare Payment</p> <p>8.1 Verify completeness of signatories on the DV and LDDAP-ADA</p> <p>8.2 Prepare check and Summary of LDDAP- ADA Issued and Invalidated ADA Entries (SLIIAE)</p> <p>8.3 Prepare ACIC through Land Bank of the Philippines- Electronic Modified Disbursement System (LBP-EMDS) or WINACICDES</p> <p>8.4 Update Check Disbursement Record (CkDR)</p> <p>8.5 Sign check, ACIC, LDDAP-ADA and SLIIAE</p>	None	15 mins	<p><i>Administrative Officer V</i> or <i>Administrative Assistant / Cashier Section</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
	<p>9. Release Payment to Creditors/Payees</p> <p>9.1 Submit ACIC, LDDAP-ADA and SLIIAE to the bank</p> <p>9.2 Release checks</p> <p>9.3 Furnish creditors/payees validated LDDAP-ADA for status of their claims</p> <p>9.4 Attach OR/Collection Receipt</p>	None	<p>(paused -clock)</p> <p>10 mins</p> <p>5 mins</p>	<p><i>Administrative Assistant I</i></p> <p><i>Administrative Officer V Cashier Section</i></p> <p><i>Administrative Assistant I</i></p>
TOTAL:	None	<p>A. Claims for PS: 2 hours and 40 minutes</p> <p>B1. Claims for MOOE/CO (more than 20,000.00): 2 hours and 50 minutes</p> <p>B2. Claims for MOOE/CO (20,000.00 or less): 2 hours and 40 minutes</p>		



6. RECRUITMENT, SELECTION, AND PLACEMENT

This service covers all activities related to the recruitment, selection and placement of employees of STII.

Office or Division:		Finance and Administrative Division (FAD) – Human Resource Section		
Classification:		Complex		
Type of Transaction:		G2G – Government to another Government Agency or Government Employee, G2C- Government to Client		
Who may avail:		DOST-STII Employees		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Application Letter File		FAD-Human Resource Section		
Request for Employee Form File		FAD-Human Resource Section		
Appointment Paper File		FAD-Human Resource Section		
Report on Appointment Issued (RAI) File		FAD-Human Resource Section		
Comparative list of applicants/candidates File		FAD-Human Resource Section		
Examination Result File		FAD-Human Resource Section		
Selection Line up File		FAD-Human Resource Section		
Short list File		FAD-Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End user submits Request for Employee (RFE)	1.Receives RFE	None	3 mins	<i>Administrative Officer II</i> Human Resource Section
	2.Review and endorse to FAD Chief for Approval		5 mins	<i>Administrative Officer V</i>
	3.Approves RFE		5 mins	<i>FAD Chief</i>
	4.Prepare Publication of Vacancy		1 hr	<i>Administrative Officer II</i>
	5. Submit Publication of Vacancy		30 mins	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submits Application letters with supporting documents not later than the deadline: <ul style="list-style-type: none"> • Updated Personal Data Sheet (PDS) with recent 2X2 picture • Diploma and Official Transcript of Record • Certificate of Trainings • Certificate of Employment with Actual Duties and Responsibilities • Certificate of Eligibility and • Individual Performance Commitment and Review (IPCR) for the last two (2) rating period • Recommendation from the immediate supervisor (<i>Applicant</i>) 	2.1 Receive and record receipt of application documents	None	3 mins	<i>Administrative Officer V</i> or <i>Administrative Officer II</i> Human Resource Section
	2.2 Review completeness of application documents		15 minutes per application	
	2.3 Submit the application documents to the End User for review of qualifications		10 mins	
	2.4 Review the relevance of applicant's education, trainings, and work experience.			
	2.5 Return all the application documents and submits to the Human Resource Section the shortlist of candidates			
		None		<i>End User</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Submit test questionnaire to HR 2.7 Send notification to the qualified applicants about the examination date and venue		5 mins per applicant	<i>Administrative Officer II</i> Human Resource Section
3. Attends the qualifying examination	1. Administer examination to shortlisted applicants 2. Prepares the selection line up reflecting the competence and qualification of candidates on the basis of following criteria: a. Performance b. Education and Training c. Experience and outstanding accomplishments d. Psycho-social attributes and personality traits e. Potential	None None	4 hours 30 minutes per applicant	<i>Administrative Officer V</i> or <i>Administrative Officer II</i> Human Resource Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Present the selection line up and the concerned division's short-list to the HRMPSB.	None	10 mins	<i>Administrative Officer V</i> Human Resource Section
4. Attends the HRMPSB interview	1. Facilitate the interview of applicants	None	30 minutes per applicant	<i>HRMPSB</i>
	2. Compute and prepare the comparative matrix and tabulation	None	30 mins per applicant	<i>Administrative Officer V</i> or <i>Administrative Officer II</i> Human Resource
	3. Prepare Minutes of the HRMPSB Interview	None	^{1/} Please see footnote on this page	
	4. Deliberate on the ranking of the candidates	None	1 hr and 30 mins	<i>HRMPSB</i>
	5. Submit a comprehensive evaluation report of candidates screened for appointment to the Appointing Authority	None	5 mins	<i>Administrative Officer V</i> or <i>Administrative Officer II</i> Human Resource

^{1/} One (1) Working Day (WD) if meeting duration is less than 4 hours, Two (2) WDs if meeting duration is 4 hours, Four (4) WDs if meeting duration is 5-8 hours.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Attends the final interview with Agency Head	1. Final interview with the Agency Head 2. Inform the selected candidate through electronic mail and text messaging to submit other requirement for Appointment	None	30 minutes	<i>Director</i> <i>Administrative Officer II</i> Human Resource Section
6. Submit CSC documentary requirements for appointment	1. Receive and review requirements for appointment 2. Prepare CSC appointment papers	None	30 minutes 1 day	<i>Administrative Officer V</i> or <i>Administrative Officer II</i> Human Resource Section
	3. Approves appointment paper 4. Post the information on the appointment on the bulletin board for at least fifteen (15) calendar days in three conspicuous places.	None	5 minutes	<i>Director</i> <i>Administrative Officer II</i> Human Resource Section
7. Newly hired employee report to work	1. Facilitate the oath taking and orientation / briefing on the following: a. STII Office rules and regulations written in the Personnel Handbook b. Salaries and benefits c. Duties and responsibilities	None	1 day	<i>Administrative Officer V</i> or <i>Administrative Officer II</i> Human Resource Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	d. Quality Management System implementation 2. Submit appointment papers to Civil Service Commission – Field Office			
TOTAL:		None	48 calendar days and 6 minutes or 120 calendar days maximum <i>including waiting time</i>	

Notes:

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

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



7. IN-HOUSE TRAINING

This service assists in providing learning and development intervention to enhance the competencies and improve job performance of DOST-STII employees.

Office or Division:	Finance and Administrative Division (FAD) – Human Resource Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency or Government Employee			
Who may avail:	DOST-STII Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Training Proposal		FAD-Human Resource Section		
Terms of Reference		FAD-Human Resource Section		
Special Order		FAD-Human Resource Section		
Confirmation Slips		FAD-Human Resource Section		
Training Evaluation Form		FAD-Human Resource Section		
Terminal Report		FAD-Human Resource Section		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Individual Development Plan (IDP) to HR	1. Pre-implementation		15 minutes	<i>HR Administrative Officer V</i>
	1.1 Review annual training plan and IDP		7 days	<i>and HR Administrative Officer I</i>
	1.2 Prepare training Proposal, LIB, TOR (if applicable) and list of participants		Not applicable	Budget Officer, Accountant, FAD Chief
	1.3 Review training Proposal, LIB, TOR (if applicable) and list of participants		Not applicable	Director
	1.4 Approval		30 minutes	<i>HR Administrative Officer I</i>
	1.5. Prepare Special Order (SO)		30 minutes	<i>HR Administrative Officer I</i>
	1.6 Prepare Purchase Request (PR)		5 minutes	<i>HR Administrative Officer I</i>
	1.7 Submit PR to GSPS		2 days	<i>HR Administrative Officer I and HR Administrative Assistant</i>
1.8 Purchase and prepare training kits and other materials				



<p>Attend the training</p> <p>Present training-related concerns</p> <p>Accomplish the form</p>	<p>2. Training Implementation</p> <p>2.1 Assist in the facilitation of the activity session</p> <p>2.2 Responds to participant's request</p> <p>2.3 Document the training</p> <p>2.4 Monitor training flow based on the agreed program and design</p> <p>2.5 Administer L&D Evaluation Form</p>		<p>Depends on the duration of the training</p> <p>15 minutes</p> <p>Duration of the training</p> <p>Duration of the training</p> <p>30 minutes</p>	<p><i>HR Training Secretariat Team</i></p> <p><i>HR Training Secretariat</i></p> <p><i>HR Administrative Officer I</i></p> <p><i>HR Administrative Officer V</i></p> <p><i>HR Administrative Officer I</i></p>
	<p>3. Post Training Implementation Report</p> <p>3.1 Draft terminal report</p> <p>3.2 Review draft terminal report</p> <p>3.3 Review terminal report for recommending approval</p> <p>3.4. Approved terminal report</p>		<p>15 working days</p> <p>4 hours</p> <p>Not applicable</p> <p>Not applicable</p>	<p><i>HR Administrative Officer I</i></p> <p><i>HR Administrative Officer V</i></p> <p>FAD Chief</p> <p>Director</p>
	<p>Total :</p>	<p>None</p>	<p>24 days, 5 hours, and 35 minutes</p>	



8. PURCHASE SERVICE

This service facilitates the purchasing of goods and services, infrastructure projects and consulting services amounting to P1M and above.

Office or Division:	Finance and Administrative Division -General Services and Property Section (GSPS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency G2B – Government to Business			
Who may avail:	Internal and External Clients			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Approved APP Approved PPMP Approved Purchase Request with complete supporting documents Bidding Documents		General Services and Property Section Downloadable at STII Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Purchase Request with completed supporting documents (Internal clients)	1. Receive documents with complete attachments	None	15 mins	<i>Administrative Officer V</i> or <i>Administrative Officer IV</i> or <i>Administrative Aide IV</i> BAC Secretariat
	2. Prepare Notice of Pre-Procurement Meeting		20 mins	
	3. Conduct of Pre-procurement		Not Applicable	BAC/BAC-TWG/BAC Secretariat/ End-User
	4. Prepare Invitation To Bid (ITB)/Request for Expression of Interest (REI) and Bid Documents		2 hrs	BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Review ITB/REI and Bid Documents		1 hr	<i>Administrative Officer V Or BAC Secretariat-Head</i>
	6. Approve ITB/REI and Bid Documents		30 mins	BAC Chairperson and FAD Chief
	7. Post ITB/REI at PhilGEPS and Agency Website		30 mins	<i>Administrative Officer V or Administrative Officer IV and MISPS</i>
	A. Public Bidding for Goods and Services, and Infrastructure Projects			
	A.1 Prepare Notice of Pre-Bid Conference and Invitation Letter to Observers		20 mins	BAC Secretariat
1. Attend Pre-bidding conference (External clients - Prospective Bidders)	A.2 Conduct of Pre-bidding conference		Not Applicable	BAC/BAC-TWG/BAC Secretariat/ End-User
	A.3 Prepare Notice of Bid Opening and Invitation Letter to Observers		20 mins	BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
2. Pay applicable bidding fee	A.4 Provide bid documents, envelopes, and official receipt	Applicable Bidding Fee	1hr	BAC Secretariat and <i>Administrative Officer V</i> Cashier Section	
3. Attend bid opening	A.5 Conduct of bid opening		Not Applicable	BAC/BAC-TWG/BAC Secretariat/ End-User	
	A.6 Prepare Memo for Post-qualification and evaluation proceedings		20 mins	BAC Secretariat	
	A.7 Conduct of Post-Qualification and Evaluation		Not Applicable	BAC-TWG	
	A.8 Prepare BAC Resolution				
	A.9 Approve BAC Resolution		2 hrs	BAC Secretariat	
	A.10 Prepare Notice of Award (NOA)		Not Applicable	BAC and Head of Procuring Entity (HoPE)	
	A.11 Approve /Issuance of Notice of Award (NOA)		30 mins	BAC Secretariat	
	A.12 Prepare Contract and Notice to Proceed (NTP)		Not Applicable	HoPE/BAC Secretariat	
				14 Working Days (WD)	BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	A.13 Prepare and submit Action Slip for Obligation to Budget Section		2 hrs	BAC Secretariat
	A.14 Approve/ Sign Contract and NTP		Not Applicable	HoPE/ Division Chiefs/ Accountant/ Budget Officer /Contractor
	A.15 Notarize Contract		2 hrs	BAC Secretariat
	A.16 Issuance of NTP		20 mins	
	B. Public Bidding for Consulting Services			
	B.1 Prepare Notice of Meeting for Eligibility Check and Shortlisting, Invitation Letter to Observers		1 hr	BAC Secretariat
	B.2 Screening Eligibility documents		7 WDs	BAC/BAC-TWG/BAC Secretariat/ End-Use
	B.3 Prepare Notice of Meeting for Numerical Evaluation		20 mins	BAC Secretariat
	B.4 Conduct of Shortlisting and Numerical Evaluation		Not Applicable	BAC/BAC-TWG/BAC Secretariat/ End-User



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre-bidding conference (External clients - Prospective Bidders)	B.5 Prepare BAC Resolution recommending shortlisted consultant/s		2 hrs	BAC Secretariat
	B.6 Approve BAC Resolution		Not Applicable	BAC and HoPE
	B.7 Prepare Notice of Eligibility and Shortlisting		30 mins	BAC Secretariat
	B.8 Approve Notice of Eligibility and Shortlisting		Not Applicable	BAC Chairperson
	B.9 Post Notice of Eligibility and Shortlisting and Bid Docs Part II at PhilGEPS Website and Agency Website		30 mins	BAC Secretariat and MISPS
	B.10 Prepare Notice of Pre-Bid Conference and Invitation Letter to Observers		30 mins	BAC Secretariat
	B.11 Conduct of Pre-Bidding Conference		Not Applicable	BAC/BAC-TWG/BAC Secretariat/ End-User



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay applicable bidding fee	B.12 Provide bid documents, envelopes, and official receipt	Applicable Bidding Fee	1 hr	BAC Secretariat and <i>Administrative Officer V</i> Cashier Section
	B.13 Prepare Notice of Bid Opening and Invitation Letter to Observers		20 mins	BAC Secretariat
3. Attend bid opening	B.14 Conduct of Bid Opening	Not Applicable	Not Applicable	BAC/BAC-TWG/BAC Secretariat/ End-User
	B.15 Prepare Notice of Meeting for Numerical Evaluation of Bid Proposal		30 mins	BAC Secretariat
	B.16 Numerical Evaluation of Bid Proposal, Negotiation, and Post-Qualification		Not Applicable	BAC/BAC-TWG/BAC Secretariat/ End-User
	B.17 Prepare BAC Resolution Recommending Award of Contract		2 hrs	BAC Secretariat
	B.18 Approve BAC Resolution		Not Applicable	BAC and HoPE
	B.19 Approve/ Issuance of Notice of Award		30 mins	HoPE/BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	B. 20 Prepare Contract and Notice to Proceed (NTP)		14 WDs	BAC Secretariat
	B.21 Prepare and submit Action Slip for Obligation to Budget Section		2 hrs	
	B.22 Approve/Sign Contract and NTP		Not Applicable	HoPE/ Division Chiefs/ Accountant/ Budget Officer /Contractor
	B.23 Notarize Contract		2 hrs	BAC Secretariat
	B.24 Issuance of NTP		30 mins	
TOTAL:		Applicable bidding fee	A. 14 working days, 13 hours and, 25 minutes <i>Waiting time:</i> 14 calendar days and 18 hours B. 21 working days, 18 hours and, 15 minutes <i>Waiting time:</i> 21 calendar days and 15 hours	

Notes: RA 9184 prescribed processing and waiting time for the Public Bidding for Goods and Services is 136 calendar days; for Infrastructure Projects 156 calendar days; and, for Consultancy Services 180 calendar days.



9. MOTORPOOL AND GENERAL SERVICES

This service provides 100% availability of vehicles, office equipment, and other facilities required for operation monitored quarterly

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		
Vehicle Request Gate Pass STII Function Room reservation form		General Services and Property Section Downloadable at STII Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the following approved forms: 1. Vehicle Request 2. .Gate Pass 3. STII Function Room Reservation form	1. Received approved request and assign number to the following services:	None	5 mins	<i>Administrative Officer I</i> or <i>Administrative Assistant II</i> General Services and Property Section
	1.A Vehicle Request		5 mins	
	1.B Gate pass		10 mins	
	1.C STII Function Room reservation	10 mins		
	2. Schedule following request	None		<i>Administrative Officer V</i> General Services and Property Section
	2.A Vehicle Request		10 mins	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	2.B Gate pass		15 mins	<i>FAD Chief</i>	
	2.C Function Room reservation	Rental fee ^{1/} : Training Room P300/hr CAST Room P 300/hr Mini-Theater P500/hr	10 mins		
	3. Approve following request		10 mins		
	3.A Vehicle Request		15 mins		
	3.B Gate pass		10 mins		
	3.C Function Room reservation				
	4. Notify and Issue copy of approve request		5 mins		<i>Administrative Officer I or Administrative Assistant II General Services and Property Section</i>
	TOTAL:	None	A. Vehicle Request 30 minutes B. Gate pass 40 minutes C. Function Room reservation 30 minutes		

^{1/} Applicable to external clients or other DOST Agencies



**Communication Resources and Production
Division
(External Services)**



10. 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:	Complex			
Type of Transaction:	G2C – Government to Client, 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		
1. Mailing List 2. Delivery Report of Courier and PhilPost		Communication Resources and Production Division - Circulation Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter of request or email for S&T Post Magazine (for those not in mailing list)	1.1 Acknowledge receipt of request	Data fee/ Internet fee in sending request	Within 15 minutes upon receipt of request	Circulation Officer/Supervising SRS
	1.2 Approval of request	None	Within 15 minutes upon receipt	CRPD Chief or DOST-STII Director



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Pack and label all copies for distribution based on the request and mailing list of recipients and endorse to third-party courier	None (no cost to client on courier or postage)	15 working days after receipt of copies from printer	Circulation Officer
	1.4 Delivery of S&T Post Magazine by third-party courier	None (no cost to client on courier or postage)	Within 7 business days upon pick-up of S&T Post copies from STII	Third-party courier (external)
	1.5 Prepare summary of delivery report of the courier and PhilPost	None	Within 15 minutes upon receipt of delivery reports	Circulation Officer/Supervising SRS
2. Client receives S&T Post Magazine and accomplishes feedback form	2.1. Retrieval of feedbacks	Data fee/ Internet fee to send accomplished feedback form	Within 15 working days upon receipt of the issue by the clients	Editorial Team
	2.2 Processing of feedback forms 2.3 Submission of Client satisfaction report	Data fee/ Internet fee to send accomplished feedback form		Editorial Team
TOTAL:		None	37 days and 45 minutes	



11. SUBSCRIPTION TO THE PHILIPPINE JOURNAL OF SCIENCE

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

Office or Division:	Communication Resources and production Division (CRPD) - 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:	Internal and External Clients (General Public)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Subscription Form (1 original) Invoice (2 original copies)		PJS Editorial Office		
Order of Payment (1 original copy)		Finance and Administrative Division (Accounting Section)		
Official Receipt (1 original copy)		Finance and Administrative Division (Cashier Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required information in the Subscription Form	1. Give the Subscription Form to the client 1.1 Issue the Invoice	None	10 minutes	<i>Information Officer III</i> Content Development and Editorial Section



2. Submit the required documents to the Cashier for initial assessment and verification	2. Receive the required documents and check for completeness 2.1 Issue the Order of Payment if all required documents were given 2.2 Start processing the request	None	5 minutes	<i>Accountant III</i> Accounting Section
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CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the required fee	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	Per issue: PHP 200 (for personal use) PHP 250 (for institutional use)	5 minutes	<i>Administrative Officer V Cashier Section</i>
4. Return to the Editorial Office to present the Official Receipt for the journal copies issued by Cashier	4. Check the Official Receipt 4.1 Give the journal copies to the client	None	5 minutes	<i>Printing Machine Operator II Creative Services and Design Section</i>
TOTAL:		PHP 200 (for personal use) PHP 250 (for institutional use)	25 minutes	<i>n/a</i>



12. AV SERVICES (Production Services)

The AV Section of the Communication Resources and Production Division (CRPD) is responsible for providing audio-visual production services to external clients who might need assistance in the processing of a S&T video footage or material into script-to-screen AVPs.

Office or Division:	Communication Resources and Production Division (CRPD) – Audio Visual Section			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to another Government Agency or Government Employee ; G2C – Government to Clients			
Who may avail:	Internal and External Clients (DOST agencies and regional offices; DOST Sectoral Councils and Advisory bodies)			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Request for AV Services Form 2. Acknowledgment Receipt Form/Feedback Form			CRPD AV Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up Request form for AV Production	1.1 Acknowledge receipt of Request and endorse to CRPD Chief for approval	None	Within 15 minutes upon receipt of request	Supervising SRS
	1.2 Approve request	None	Within 15 minutes upon receipt	DOST-STII Director or CRPD Chief
2. [Pre-production] Client provides Logistical and technical requirements for the AV material (storyline, photos, video clips, etc.)	2.1. AV Section plans production requirements and timeline	None	Within 2 working days upon approval of request	Science Research Specialist II/AV Section or Audio Visual Technician III &IV AV Section
	2.2 Script preparation and approval	None	Within 2 working days upon finalization of storyline	Supervising Science Research Specialist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Conduct of shoot/production	Transportation , meals and accommodation expenses	Within 5 working days	Science Research Specialist II/AV Section or Audio Visual Technician III &IV AV Section
	3.2 Editing and other post-production works	None	Within 5 working days	Science Research Specialist II /AV Section or Audio Visual Technician III & IV AV Section
3. Client previews the edited material & relays any revisions to AV Section and accomplish feedback form	3.1. Send draft AVP material to client for preview and comments	Data fee/Internet fee to send an email or access Facebook	Within 3 hours upon completion of draft	Science Research Specialist II/ AV Section or Audio Visual Technician III & IV AV Section
	3.2 Edit and revise draft AVP based on client's comments	None	Within 2 working days upon receipt of client's comments	Science Research Specialist II/ AV Section or Audio Visual Technician III & IV AV Section
	3.3 Provide revised and final AVP to client	None	Within 3 hours upon finalization of AVP material	Science Research Specialist II/ AV Section or Audio Visual Technician III & IV AV Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Retrieve client acknowledgment receipt and feedback Form 3.5 Processing of feedback forms 3.6 Submission of Client satisfaction report	None	Within 2 hours	Science Research Specialist II/ AV Sectionor Audio Visual Technician III & IV/ AV Section
TOTAL:	None	16 days, 8 hrs, 30 minutes		



13. AV SERVICES (Photo/Video coverages)

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

Office or Division:	Communication Resources and Production Division (CRPD) – Audio Visual Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client, G2G – Government to other Government Agency			
Who may avail:	Internal and External Clients (DOST agencies and regional offices; DOST Sectoral Councils and Advisory bodies and other S&T stakeholders)			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Request for AV Coverage Form 2. Acknowledgment Receipt Form/Feedback Form			CRPD-AV Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up Request for AV Coverage Form	1.1 Acknowledge receipt of Request for AV Coverage	None	Within 1 hour upon receipt of request	Supervising SRS/AV Photographers/ Videographers
	1.2 Approve request	None	Within 15 minutes upon receipt	CRPD Chief or DOST-STII Director
	1.3 Conduct actual photo/video coverage	None	Within 1-3 hours (depending on the program of the event/activity)	CRPD photographers and videographers
	1.4 Edit photos and videos for final cut	None	Within 2-3 working days	CRPD photographers and videographers
	1.5 Send final cut photo/video via email/cloud or request client to pick up	None	Within 1-2 working days (depending on location of client)	CRPD photographers and videographers
2. Client signs acknowledgment receipt and feedback form	2.1 Retrieve/collect client acknowledgment receipt and feedback form 2.2 Processing of feedback forms 2.3 Submission of Client satisfaction report	None	Within 1-2 hours (depending on location of requesting client)	CRPD photographers and videographers
TOTAL:		None	Within 5 days & 6 hours	



Information Resources and Analysis Division (External Services)



14. LIBRARY CIRCULATION

This service covers the process starting from receiving and assisting library clients, lending library services, and finally, receiving and shelving of all library materials used.

Office or Division:	Information Resources and Analysis Division (IRAD) – Library Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Visitor's Log Book		DOST/STII – Library's Frontline Desk		
Borrower's Record (for DOST employees only)		DOST/STII – Library's Frontline Desk		
Request Slip for Library Materials		DOST/STII – Library's Frontline Desk		
Library Feedback Form		DOST/STII – Library's Frontline Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Leave bag and other things except money and other valuables at the baggage area	1. Welcome and assist the client to the baggage area	None	2 minutes	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
2. Sign in the Visitors' Log Book at the Library's Frontline Desk	2. Give the Visitor's Log Book to the client	None	2 minutes	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
3. Fill out the Request Form for Library Materials	3. Orient the clients on how to search using the OPAC 3.1. Give the Request Form for Library Materials to the client	None	5 minutes	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
4. Submit the Request Form for Library Materials to the Library's Frontline Desk	4. Receive the accomplished Request Form for Library Materials	None	5 minutes	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.1. Check the availability of the material in the appropriate shelves as indicated in the request form</p> <p>4.2. If the requested material is available, issue the material. If not, refer the client to the agency library where the material is available.</p>			
5. For DOST Employees, request to loan out the material if necessary	5. Fill out the Borrower's Record	None	2 minutes / requested material	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
6. Return the requested material to the Librarians' Frontline Desk (for hard copy), request photocopying service if necessary	<p>Receive borrowed material (hard copy) from client</p> <p>6.1. 6.1. Photocopy the requested page/s</p>	P1.00/page	30 seconds / page	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
7. Accomplish the Library Feedback Form	<p>Give the Library Feedback Form to the client</p> <p>7.1. Sort the returned material per type and shelf accordingly</p>	None	2 minutes / returned material	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
TOTAL:		P1.00	18 Minutes & 30 Seconds	



15. LIBRARY TOUR

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

Office or Division:	Information Resources and Analysis Division (IRAD) – Library Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Attendance/Registration Form		DOST/STII – Library’s Frontline Desk		
Library Tour Feedback Form		DOST/STII – Library’s Frontline Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter addressed to the Office of the Director not less than 5 working days before the actual date of tour.	1. Office of the Director receive the request letter for review and approval	Courier fee/Internet fee to send the request letter	5 working days before the scheduled tour	<i>Office of the Director</i>
2. Wait for the approval of request	2. Approved request letter received by the Office of the Director will be forwarded to the library for appropriate action	None	1 working day	<i>Office of the Director</i>
3. Wait for the letter or phone call from the library regarding the status of request	3. Library staff will inform the requesting party through letter or phone call regarding the status of request	None	1 hour	<i>Library Unit Head and Staff Information Resources and Analysis Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. In case of changes/cancellations, requesting party must inform DOST-STII at least 2 working days before the scheduled date through letter or phone call.	Receive letter or phone call regarding changes/cancellation of request	None	at least 2 working days before the scheduled tour	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
5. Client register and proceed with the actual library orientation and tour and accomplish Library Tour Feedback Form before leaving the DOST-STII building	Give the Attendance/Registration Form to the client Conduct library orientation and tour 5.3 Give the Library Tour Feedback Form to the client	Travel expenses to DOST Bicutan	2-3 hours	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
TOTAL:		Courier fee/ Internet fee to send the request letter and Travel expenses to DOST Bicutan	8 Working Days and 4 Hours	



16. LIBRARY ONLINE SERVICES

This service covers the process starting from receiving inquiry/request via email and facebook page and ends in sending the requested information/document to the client.

Office or Division:	Information Resources and Analysis Division (IRAD) – Library Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Online Material Request Service Feedback Form via Google Form		DOST/STII Library Email at library@stii.dost.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry/request for document through email at library@stii.dost.gov.ph or via FB page at facebook.com/STIILibrary	1. Receive email/message	Data fee/Internet fee to send an email or access Facebook	15 minutes	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
2. Wait for the status of request	2. Check the availability of the requested document/information. 2.1 If the requested document/information is available, provide the document/information to the client. 2.2 If the requested document/information is not available, refer client to the agency library where the document/information is available.	None	5 minutes	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive email/message answering inquiry/request 4. Accomplish Library Online Material Request Service Feedback Form via Google Form	3.1 Queries and library material request are answered and delivered through the platform used in asking the inquiry/request within 8 working hours 4.1 Send the link to Library Online Service Feedback Form	Data fee/Internet fee to receive an email or access Facebook Same in no.3	acted within 8 working hours upon receipt of email/message	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division
TOTAL:		Data fee/Internet fee to send/receive an email or access Facebook	8 Hours and 20 Minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>1. Answer appropriate Feedback Form:</p> <ul style="list-style-type: none"> - Audio Visual Services Survey (FR-CRPD-AV No.003) - Service Request / Assessment Slip (FR-STII-IT No.001) - Library Feedback Form (FR-IRAD-LS No.003) <p>2. Return the accomplished feedback form to the designated frontline desk officer</p>
How feedbacks are processed	<p>Every Monday, the Planning Officer collect, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to concerned division and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the concerned division is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: DOST Trunkline Number: 837-2071 Loc. 2146 / 2148 for AV Services Loc.2135 for ITU services Loc. 2142 for Library Services</p>
How to file a complaint	<p>Answer the Customer Complaint/ Feedback Form (FR-STII-QM No.005) and drop it at 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 number: 837-2071 loc.2131 or 2130</p>



<p>How complaints are processed</p>	<p>The Human Resource Officer opens the complaints drop box on the daily basis and evaluate each complaint. Upon evaluation the Human Resource Officer shall start the investigation and forward the complaint to the concerned division for their explanation. The Human Resource Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Human Resource Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following number: 837-2071 loc.2131 or 2130</p>
<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>



VII. List of Offices

Office	Address	Contact Information
Office of the Director	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2130/2140 *Direct Line - 837-7518
Finance and Administrative Division	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2131
Library Services	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2133
Information Resources & Analysis Division (IRAD)	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2135/2137 *Direct Line - 837-7521
Communication Resources & Production Division (CRPD)	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2144/2148 *Direct Line - 837-7520
Front Lobby Guard	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2142