



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

# **CITIZEN'S CHARTER**

2023, 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).

## **I. 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.

## **II. Mission:**

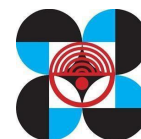
- We provide accurate, relevant, timely and inclusive Science, Technology, and Innovation information through resource sharing and efficient delivery systems;
- We promote public awareness, understanding, and appreciation of Science, Technology, and Innovation in national development; and
- We capacitate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

## **III. 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 comment, suggestions, and needs; and
- **Empower** the public with 24/7 access to information through our website [www.stii.dost.gov.ph](http://www.stii.dost.gov.ph).

All these we pledge because the public deserves nothing less.



## IV. List of Services

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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.

<b>Office or Division:</b>	Office of the Director - Management Information System and Planning Section (OD - MISPS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to another Government Agency or Government Employee			
<b>Who may avail:</b>	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
2. Conduct inspection/ diagnosis on the reported ICT related problem		None	5-10 minutes	<i>Science Research Specialist II</i> or any of the designated Technical Staff OD-MISPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. If reported problem can be fixed without component replacement, client accomplishes assessment slip and gives corresponding rating.		None	5-10 minutes	<i>Science Research Specialist II</i> or any of the designated Technical Staff OD-MISPS
4. If reported problem needs component replacement.	OD-MISPS staff recommends client to proceed to GSPS to request component replacement	None		<i>Science Research Specialist II</i> Information or any of the designated Technical Staff OD-MISPS
A. If Client was advised to report to GSPS , Client will accomplish and submit Purchase Request for the needed component.	Get copy from GSPS  OD-MISPS staff write Technical Report upon GSPS' request.	None		<i>Administrative Aide I</i> GSPS Officer
B. Client accomplishes assessment slip and gives corresponding rating.				
	<b>TOTAL:</b>	<b>None</b>	<b>22 minutes</b>	



**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.

<b>Office or Division:</b>	Finance and Administrative Division – Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to another Government Agency or Government Employee			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCC's, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Receiving copy 2. Complete attachment (if necessary)	Finance and Administrative Division – Records Section			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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. Stamped and logged	None	2 mins	
	4. Give the receiving copy to the client	None	1min	
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	





**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

<b>Office or Division:</b>	Finance and Administrative Division – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Clients / Government Employees			
<b>Who may avail:</b>	DOST-STII Employees			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
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			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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</p> <p>4. Sign the New or Revised document</p> <p>5. Print and give controlled copy to the client</p>	<p>None</p> <p>None</p> <p>None</p>	<p>15 mins</p> <p>N/A</p> <p>5 mins</p>	<p><i>Document Custodian Records Section</i></p> <p><i>Division Chief and Process Owner</i></p> <p><i>Assistant Document Custodian Records Section</i></p>
	<b>Total</b>	<b>None</b>	<b>30 mins</b>	



### 3. REQUEST FOR A COPY OF DOCUMENT

Search and retrieval of documents from the records management system

<b>Office or Division:</b>	Finance and Administrative Division – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Clients / Government Employees			
<b>Who may avail:</b>	DOST-STII Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Request for document form		Finance and Administrative Division – Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit request for document form	1. Accept the request for document form	None	1 min	<i>Administrative Officer V Records Section</i>
	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	
<b>TOTAL:</b>		<b>None</b>	<b>11 minutes</b>	



#### 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

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>b.2. Stamped and logged</p> <p>b.3. Forward the document to DOST-CO Records Office for receiving</p> <p>b3.1 or electronic copy b3.2 for hardcopy</p> <p>C. Is it for mailing/courier service to other government agency.</p> <p>c.1. Check for the complete requirements (PCV, PR and mailing envelope with complete name and address of the recipient)</p> <p>c.2. Encode in the DOST-STII ERMS</p> <p>c.3. Stamped and Logged</p> <p>c.4 Prepare Transmittal Sheet</p> <p>c.5. Request cash to Petty Cash Custodian for payment of courier service</p> <p>Mail records to Post Office or courier service</p>	None	<p>5 mins</p> <p>5 mins</p> <p>30 mins</p> <p>5 mins</p> <p>5 mins</p> <p>3 mins</p> <p>1 min</p> <p>3 mins</p> <p>1 hr</p>	<p><i>Administrative Assistant II</i> Records Section</p>
	<b>TOTAL:</b>	<b>None</b>	<p><b>A. 10 minutes</b> <b>B1. 13 minutes</b> <b>B2. 35 minutes</b> <b>C. 1 hour and 17 minutes</b></p>	



## 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.

<b>Office or Division:</b>	Finance and Administrative Division (FAD) – Finance Group (Accounting Section, Budget Section and Cashier Section)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to another Government Agency or Government Employee G2B – Government to Business G2C - Government to Citizen
<b>Who may avail:</b>	Internal: DOST-STII Employees External: End-users (Service Providers/Suppliers/Consultants)
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>DOST-STII Employees</b> (Salaries and other personnel benefits)	
Request for Obligation Request Status (ORS), Budget Utilization Request Status (BURS) and Disbursement Voucher (DV) Preparation (Action Slip) -1 original with complete attachment per COA Circular No. 2012-001	FAD-Cashier Section
Payroll Register with MC Benefits and Deduction Register -1 original Summary of Daily Time Record	FAD-Cashier Section
<b>DOST-STII Contract of Service Employees</b> (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 (for initial wages only) Pass slip/OB Medical Slip/Special Order/Travel Order, if applicable	End-User/DOST-STII Contract of Service Personnel
<b>End-users</b> (Service Providers/Suppliers/Consultants)	
Request for ORS, BURS and DV Preparation (Action Slip) - 1 original	OD-MISPS, FAD, IRAD, CRPD



CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Attachment(s) Billing Statement or Billing Invoice or Statement of Account Approved Purchase Request 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		Service Providers (i.e. Janitorial Services/Security Services, Utilities, Hotel and Restaurants, Travel Agency, etc.)  FAD - General Services and Property Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request with complete supporting documents to FAD - Budget Section <i>*Ensure completeness and duly signed/authorized attachments</i>	<b>1. Receive the request</b> and check for completeness of necessary supporting documents 1.1 Assign control number to Request for ORS, BURS and DV Preparation (Action Slip) 1.2 Record details in logbook 1.3 (a) Check attached supporting documents against the request	None	15 minutes	<i>Administrative Aide I            Administrative Officer IV - Budget Section</i>
	<b>2. Obligate expense</b> 2.1 Prepare and assign control number to ORS (for GAA funded) and BURS (for GIA funded) 2.2 (a) Review action slips and (b) verify if supporting documents are complete 2.3 Release ORS/BURS and its supporting documents to approver	None	10 minutes	<i>Administrative Aide I            Administrative Officer IV - Budget Section             Administrative Officer V - Budget Section             Administrative Aide I</i>





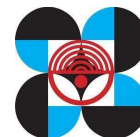
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>3. Certify Allotment Availability</b></p> <p>3.1 Sign box A to certify charges appropriation/allotment necessary, lawful and under direct supervision and supporting documents are valid, proper and legal</p> <p>3.2 Certify allotment/s are available and obligated for the purpose (Box B)</p> <p>3.3 Release ORS/BURS and its supporting documents to Accounting Section</p>	None	<p>5 minutes</p> <p>10 minutes</p>	<p><i>Division Chief Concerned/ Project Leader for BURS</i></p> <p><i>Administrative Officer V Budget Section</i></p> <p><i>Administrative Aide I</i></p>
	<p><b>4. Process DV</b></p> <p>4.1 Receive Action Slip, ORS/BURS and supporting documents</p> <p>4.2 Check validity of claim and completeness of documents</p> <p>4.3 Check computations and particulars</p> <p>4.4 Prepare Disbursement Voucher – 2 original copies with Accounting Journal Entries</p> <p>Assigns DV number and update cash flow monitoring</p>	None	30 minutes	<p><i>Administrative Officer IV or or Administrative Officer II Accounting Section</i></p>
	<p><b>5. Prepare LDDAP-ADA (for fund transfer mode of payment)</b></p> <p>Prepare and assign control number to LDDAP-ADA</p>	None	3 minutes	<p><i>Administrative Officer IV or Administrative Officer II Accounting Section</i></p>



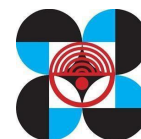
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>6. Prepare BIR Form 2307 - Withholding Tax, if applicable</b>            6.1 Prepare BIR Form 2307            6.2 Release all documents for signature in Box A of DV</p>	None	1 \ minute	<i>Administrative Officer IV</i> or <i>Administrative Officer II</i> Accounting Section
	<p><b>7. Certify Expense Necessary and Lawful</b>            7.1 Sign box A of DV to certify expenses are necessary, lawful and under direct supervision and supporting documents are valid, proper and legal</p>	None	5 minutes	<i>Division Chief Concerned/</i> <i>Project Leader for BURS</i>
	<p><b>8. Certify Cash Availability</b>            8.1 Check cash flow monitoring if updated            8.2 Sign box C of DV to certify availability of fund and verify supporting documents complete and amount claimed proper            8.3 Certify as to the correctness of LDDAP-ADA            Release DV and supporting document for approval</p>	None	10 minutes	<i>Accountant III</i> Accounting Section  <i>Administrative Officer IV</i> or <i>Administrative Officer II</i> Accounting Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>9. Approve DV/LDDAP-ADA/Check</b></p> <p>9.1 Approver to sign box D of DV -</p> <p>9.1.A. For claims P20,000.00 and below</p> <p>9.1.B. For more than P20,000.00, Director approves the DV (with FAD Chief initial)</p>	None	<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p><i>FAD Chief</i></p> <p><i>FAD Chief</i></p> <p><i>Director</i></p>
	<p><b>10. Prepare Payment</b></p> <p>10.1 Verify completeness of signatories on the DV and LDDAP-ADA</p> <p>10.2 Prepare check and Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIAE)</p> <p>10.3 Prepare ACIC through Land Bank of the Philippines-Electronic Modified Disbursement System (LBP-EMDS) or WINACICDES</p> <p>10.4 Update Check Disbursement Record (CkDR)</p> <p>10.5 Sign check, ACIC, LDDAP-ADA and SLIAE</p>	None	<p>10 minutes</p> <p>10 minutes</p>	<p><i>Administrative Officer V</i> or <i>Administrative Assistant I</i> Cashier Section</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>11. Release Payment to Creditors/Payees</b></p> <p>11.1 Submit ACIC, LDDAP-ADA and SLIIAE to the bank</p> <p>11.2 Release checks</p> <p>11.3 Furnish creditors/payees validated LDDAP-ADA for status of their claims</p> <p>11.4 Attach OR/Collection Receipt</p>	None	<p>(paused-clock)</p> <p>10 mins</p> <p>3 minutes</p> <p>2 minutes</p>	
	<b>TOTAL:</b>	None		<p><b>A. Claims for more than P20,000.00:</b></p> <p><b>A.1 Paid through LDDAP-ADA</b> <b><u>2 hours and 29 minutes</u></b></p> <p><b>A.2 Paid through checks</b> <b><u>2 hours and 13 minutes</u></b></p> <p><b>B. Claims for P20,000.00 or less:</b></p> <p><b>B.1 Paid through LDDAP-ADA</b> <b><u>1 hour and 59 minutes</u></b></p> <p><b>B.2 Paid through checks</b> <b><u>2 hours and 3 minutes</u></b></p>



## 6. RECRUITMENT, SELECTION, AND PLACEMENT

This service covers all activities related to the recruitment, selection and placement of successful candidate/s for vacant positions in STII.

<b>Office or Division:</b>	Finance and Administrative Division (FAD) – Human Resource Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to another Government Agency or Government Employee, G2C- Government to Client			
<b>Who may avail:</b>	Qualified applicants			
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Request for Employee Form File	FAD-Human Resource Section			
Application Documents <ul style="list-style-type: none"> <li>• Application Letter File</li> <li>• Transcript of Records and Diploma</li> <li>• CS Form No. 212 s. 2017 (Personal Data Sheet)</li> <li>• CSC Eligibility or PRC License</li> <li>• Driver’s License (for driver applicants)</li> <li>• Performance Rating for one rating period (for government employees)</li> </ul>	Applicant CSC Website  Civil Service Commission or Professional Regulation Commission Land Transportation Office Current or previous employer			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End user submits Request for Employee (RFE)	1.1 Receives RFE	None	3 mins	<i>Administrative Officer II</i>
	1.2 Review and endorse to FAD Chief for Approval		5 mins	<i>Administrative Officer V</i>
	1.3 Approves RFE		5 mins	<i>FAD Chief</i>
	1.4 Prepare Publication of Vacancy		1 hr	<i>Administrative Officer II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Approves Publication of Vacancy  1.6 Submit Publication of Vacancy to CSC FO		2 mins	<i>Administrative Officer V</i>
2. Submits Application letters with supporting documents not later than the deadline: <ul style="list-style-type: none"> <li>● Updated Personal Data Sheet (PDS) with recent 2X2 picture</li> <li>● Diploma and Official Transcript of Record</li> <li>● Certificate of Trainings</li> <li>● Certificate of Employment with Actual Duties and Responsibilities Certificate of Eligibility and</li> <li>● Individual Performance Commitment and Review (IPCR) for the last two (2) rating period</li> <li>● Recommendation from the immediate supervisor (<i>Applicant</i>)</li> </ul>	2.1 Receive and record receipt of application documents  2.2 Review completeness of application documents  2.3 Submit the application documents to the End User for review of qualifications  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	3 mins  15 minutes per application  2 mins  20 minutes per application  2 mins  2 mins  2 mins per applicant	<i>Administrative Officer II</i>          <i>End User</i>          <i>End User</i>          <i>End user</i>          <i>Administrative Officer II</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		2 mins  2 mins per applicant	<i>End user</i>  <i>Administrative Officer II</i>
3. Attends the qualifying examination	3.1 Administer examination to shortlisted applicants 3.2 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>
4. Attends the HRMPSB interview	4.1 Facilitate the interview of applicants	None	20 minutes per applicant	<i>HRMPSB</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Compute and prepare the comparative matrix and tabulation	None	15 mins per applicant	<i>Administrative Officer V or Administrative Officer II</i>
	4.3 Prepare Minutes of the HRMPSB Interview	None	<sup>1/</sup> <i>Please see footnote on this page</i>	<i>Administrative Officer V</i>
	4.4 Deliberate on the ranking of the candidates	None	1 hr	<i>HRMPSB</i>
	4.5 Notify the top 5 or less candidates for final interview	None	5 mins	<i>Administrative Officer II Human Resource</i>
5. Attends the final interview with Agency Head	5.1 Final interview with the Agency Head	None	20 minutes	<i>Director</i>
	5.2 Inform all applicants who took the exam and/or attended the interview/s through electronic mail regarding the status of their application.  <i>Note: The candidate who was selected for the position will be informed as well of the requirements for appointment.</i>	None	30 minutes	<i>Administrative Officer II</i>

<sup>1</sup> 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
6. Submit CSC documentary requirements for appointment	6.1 Receive and review requirements for appointment	None	30 minutes	<i>Administrative Officer V</i> or <i>Administrative Officer II</i>
	6.2 Prepare CSC appointment papers		1 day	Human Resource Section
	6.3 Approves appointment paper	None	15 minutes	<i>Director and FAD Chief</i>
	6.4 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>Administrative Officer II</i>
7. Newly hired employee to report to work	7.1 Facilitate the oath taking and orientation / briefing on the following:  f. STII Office rules and regulations written in the Personnel Handbook g. Salaries and benefits h. Duties and responsibilities i. Quality Management System and Gender and Development Program	None	1 day	<i>Administrative Officer V</i> and/or <i>Administrative Officer II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.2 Submit appointment papers to Civil Service Commission – Field Office.		30 mins	<i>Administrative Officer II</i>
	<b>TOTAL:</b>	<b>None</b>	<b>FOR DOCUMENTS PROCESSING ONLY: 58 working hours and 25 minutes</b>  <b>TOTAL PROCESSING TIME INCLUDING EXAMINATION, INTERVIEW, AND WAITING TIME:  90 calendar days or 120 calendar days maximum</b>	

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. PURCHASE SERVICE

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

<b>Office or Division:</b>	Finance and Administrative Division -General Services and Property Section (GSPS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to another Government Agency G2B – Government to Business			
<b>Who may avail:</b>	Internal and External Clients			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved APP Approved PPMP Approved Purchase Request with complete supporting documents Bidding Documents		General Services and Property Section Downloadable at STII Website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
	2. Prepare Notice of Pre- Procurement Meeting		20 mins	<i>Administrative Aide IV</i> BAC Secretariat
	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 hours	BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre-bidding conference (External clients - Prospective Bidders)	5. Review ITB/REI and Bid Documents		1 hour	Administrative Officer V Or BAC Secretariat-Head
	6. Approve ITB/REI and Bid Documents		30 minutes	BAC Chairperson and FAD Chief
	7. Post ITB / REI at PhilGEPS and Agency Website		30 minutes	Administrative Officer V or Administrative Officer IV and MISPS
	<b>A. Public Bidding for Goods and Services, and Infrastructure Projects</b>			
	A.1 Prepare Notice of Pre- Bid Conference and Invitation Letter to Observers		20 mins	BAC Secretariat
2. Pay applicable bidding fee	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
2. Pay applicable bidding fee	A.4 Provide bid documents, envelopes, and official receipt	Applicable Bidding Fee	1 hour	BAC Secretariat and <i>Administrative Officer V</i> Cashier Section



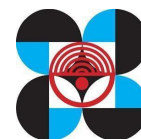
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend opening bid	A.5 Conduct of bid opening		Not Applicable	BAC/BAC-TWG/BAC Secretariat/ End-User
	A.6 Prepare Memo for Post- qualification and evaluation proceedings		20 mins	BAC Secretariat
	A.7 Conduct of Post-Qualification and Evaluation		Not Applicable	BAC-TWG
	A.8 Prepare BAC Resolution		2 hrs	BAC Secretariat
	A.9 Approve BAC Resolution		Not Applicable	BAC and Head of Procuring Entity (HoPE)
	A.10 Prepare Notice of Award (NOA)		30 mins	BAC Secretariat
	A.11 Approve /Issuance of Notice of Award (NOA)		Not Applicable	HoPE/BAC Secretariat
	A.12 Prepare Contract and Notice to Proceed (NTP)		14 Working Days (WD)	BAC Secretariat
	A.13 Prepare and submit Action Slip for Obligation to Budget Section		2 hours	BAC Secretariat
	A.14 Approve/ Sign Contract and NTP		Not applicable	HoPE/ Division Chiefs/ Accountant/ Budget Officer /Contractor
	A.15 Notarize contract		2 hours	BAC Secretariat
	A.16 Issuance of NTP		20 mins	BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>B. Public Bidding for Consulting Services</b>			
	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- User
	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
	B.5 Prepare BAC Resolution recommending shortlisted consultant/s		2 hours	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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre-bidding conference (External clients - Prospective Bidders) 2. Pay applicable bidding fee  3. Attend bid opening	B.11 Conduct of Pre-Bidding Conference		Not applicable	BAC/BAC-TWG/BAC Secretariat/ End- User
	B.12 Provide bid documents, envelopes, and official receipt		1 hour	BAC Secretariat and Administrative Officer V Cashier Section
	B.13 Prepare Notice of Bid Opening and Invitation Letter to Observers		20 mins	BAC Secretariat
	B.14 Conduct of Bid Opening		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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	B.19 Approve/ Issuance of Notice of Award		30 mins	HoPE/BAC Secretariat
	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	BAC Secretariat
	B.22 Approved / 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	
	<b>Total:</b>	<b>Applicable bidding fee</b>	<b>A. 14 working days, 13 hours and, 25 minutes</b> <i>Waiting time:</i> 14 calendar days and 18 hours <b>B. 21 working days, 18 hours and, 15 minutes</b> <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.





## 8. MOTORPOOL AND GENERAL SERVICES

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

<b>Office or Division:</b>	Finance and Administrative Division -General Services and Property Section (GSPS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client/ Government Employee			
<b>Who may avail:</b>	DOST-STII Employees			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vehicle Request Gate Pass STII Function Room reservation form		General Services and Property Section Downloadable at STII Website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <sup>1/</sup> : Training Room P300/hr CAST Room P 300/hr Mini-Theater P500/hr	10 mins	
	3. Approve following request 3.A Vehicle Request 3.B Gate pass 3.C Function Room reservation		10 mins 15 mins 10 mins	
	4. Notify and Issue copy of approve request		5 mins	
	<b>TOTAL:</b>	<b>None</b>	<b>A. Vehicle Request 30 minutes B. Gate pass 40 minutes C. Function Room reservation 30 minutes</b>	<i>Administrative Officer I or Administrative Assistant II General Services and Property Section</i>

<sup>1/</sup> Applicable to external clients or other DOST Agencies



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



## 9. DISTRIBUTION OF S&T POST MAGAZINE

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

<b>Office or Division:</b>	Communication Resources and Production Division (CRPD) – Content Development and Editorial Section (CDES)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to another Government Agency			
<b>Who may avail:</b>	Internal and External Clients (DOST agencies and regional offices, NGAs, SUCs, students and other S&T stakeholders)			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Mailing List 2. Delivery Report of Courier and PhilPost		Communication Resources and Production Division - Circulation Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends letter of request or email for copy of S&T Post (for those not in mailing list)	1.1 Acknowledge receipt of request	Data fee/ Internet fee to send accomplished feedback form	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
	1.3 Pack and label all copies for to recipients and endorse to courier	None (no cost to client on courier or postage)	15 working days after receipt of copies from printer	Circulation Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Sign/send acknowledgment receipt of delivery of S&amp;T Post</p> <p>3. Client accomplish and send feedback via QR Code</p>	<p>1.4 Hand-carry delivery of S&amp;T Post within Metro Manila</p> <p>2.1 Prepare summary of delivery report of the courier and PhilPost</p> <p>3.1 retrieval of feedbacks</p>	<p>None</p> <p>Data fee/ Internet fee to send accomplished feedback form</p>	<p>Within 15 working days or subject to availability of requested vehicle</p> <p>Within 15 minutes upon receipt of delivery reports</p> <p>15 working days upon receipt of the issue by the clients</p>	<p>Circulation Officer</p> <p>Circulation Officer/Supervising SRS</p> <p>Circulation Officer/Editorial Team</p>
<b>TOTAL:</b>		<b>None</b>	<b>45 working days &amp; 30 minutes for distribution/delivery</b>	



## 10. 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.

<b>Office or Division:</b>	Communication Resources and production Division (CRPD) - PJS Editorial Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizens G2G – Government and to other Government agencies			
<b>Who may avail:</b>	Internal and External Clients (General Public)			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Pay the required fee	3. Accept the payment based on the Order of Payment  Issue the Official Receipt	Per issue: PHP 200 (for personal use) PHP 250 (for institutional use)	5 minutes	<i>Administrative Officer V</i> Cashier Section
4. Return to the Editorial Office to present the Official Receipt for the journal copies issued by Cashier	4. Check the Official Receipt  Give the journal copies to the client	None	5 minutes	<i>Printing Machine Operator II</i> Creative Services and Design Section
<b>TOTAL:</b>		<b>PHP 200 (for personal use)</b> <b>PHP 250 (for institutional use)</b>	<b>25 minutes</b>	



## 11. AV SERVICES (Production AVPs Service)

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.

<b>Office or Division:</b>	Communication Resources and Production Division (CRPD) – Audio Visual Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to another Government Agency or Government Employee ; G2C – Government to Clients			
<b>Who may avail:</b>	Internal and External Clients (DOST agencies and regional offices; DOST Sectoral Councils and Advisory bodies)			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for AV Services Form 2. Acknowledgment Receipt Form/Feedback Form			CRPD AV Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fills up Request Form for AV Production Form	1.1. Acknowledge receipt of Request and endorse to AV Section Head or AV staff	None	Within 15 minutes upon receipt of request	CRPD Chief or Supervising SRS
	1.2 Approve request and confirm /coordinate with the requesting client	None	Within 15 minutes upon receipt or maybe more depending on availability and accessibility of requesting client	CRPD Chief or DOST-STII Director
	1.3 AV Section plans and prepares for the production	None	Within 1-3 hours	Science Research Specialist II/ AV Section or Audio Visual Technician III &IV AV Section
	1.4 Script preparation and approval; coordinate/follow up the script from the assigned script writer (there are times script are prepared by the client)	None	Within 2-3 working days depending on the AVP to be produced	Supervising Science Research Specialist





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Depending on the required material shooting/ videotaping, gathering of required mat'ls/schedule the video production (if needed) is carried out by the AV team	None supplies (USB, 9V batteries, etc.) may be provided by the client	Within 3-5 working days	Science Research Specialist II/AV Section or Audio Visual Technician III & IV AV Section
	Editing and other post production works	Client might cash out appropriate fees and supplies	Within 2-3 working days	Video editor/voice talent and recording studio fees (P20,000)
	1.7 Draft video, send electronically for preview and approval by client	Data fee/Internet fee to send an email or access Facebook	Within 1 day upon completion	Science Research Specialist II/ AV Section or Audio Visual Technician III & IV AV Section
2. Client previews the edited material and relays any revisions to AV Section	2.1 Re-edit/improve or revise draft AVP based on client's comments	None	Within 2 days upon receipt of clients	Science Research Specialist II/ AV Section or Audio Visual Technician III & IV AV Section
3. Client signs acknowledgment receipt and accomplish feedback form	3.1 Retrieve client acknowledgment receipt and feedback form once the final AVP is approved.	None	Within 1-2 hours	Science Research Specialist II/ AV Section or Audio Visual Technician III & IV AV Section
<b>TOTAL:</b>	<b>None</b>	<b>1 to 2 weeks, &amp; 5 ½ hours</b>		



## 12. 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.

<b>Office or Division:</b>	Communication Resources and Production Division (CRPD) – Audio Visual Section				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C – Government to Client, G2G – Government to other Government Agency				
<b>Who may avail:</b>	Internal and External Clients (DOST agencies and regional offices; DOST Sectoral Councils and Advisory bodies and other S&T stakeholders)				
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Request for AV Coverage Form 2. Acknowledgment Receipt Form/Feedback Form			CRPD-AV Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Client fills up Request Form for AV Coverage	1.1 Acknowledge receipt of Request for AV Coverage	None	Within 1 hour upon receipt of request	Supervising SRS/AV Photographers/ Videographers CRPD Chief or DOST-STII Director	
	1.2 Approve request	None	Within 15 minutes upon receipt		
	1.3 Conduct actual photo/video coverage	None (fuel cost c/o client, if applicable)	Within 1-3 hours up to 1 to 3 days (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 edited photo and clean-cut video via email/cloud or request client to pick up	None (data storage c/o client if pick-up)	Within 1-2 working days (depending on location of client)		CRPD photographers and video editor
2. Client signs acknowledgment receipt and feedback form	2.1 Retrieve/collect client acknowledgment receipt and feedback form	None	Within 1-2 hours (depending on location of requesting client)	CRPD photographers and videographers	
	<b>TOTAL:</b>	<b>None</b>	<b>Within 5 WDs &amp; 6 hours</b>		



**Information Resources and Analysis Division  
(External Services)**



### 13. LIBRARY MATERIAL REQUEST

This service covers the library material request process from receiving request, providing library materials and other client related library services, and finally, receiving and shelving of all library materials used.

<b>Office or Division:</b>	Information Resources and Analysis Division (IRAD) – Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For walk-in clients: fill-out the request form for library materials located at the library's frontline desk / For online clients: email material request at <a href="mailto:library@stii.dost.gov.ph">library@stii.dost.gov.ph</a> . 2. Wait for the issuance of requested materials/email response from the library	1. Receive accomplished request form for library materials/email requests from client.	Travel expenses to DOST Bicutan (for walk-in clients) / Data/ Internet fee to send request for library materials (for online request)	5 minutes	Library Unit Head and Staff
	1. Check the availability of the material as indicated in the request form/email. 2. If the requested material is available, issue/send the material. If not, refer the client to the agency library where the material is available or refer related material/source to client. If the client request to borrow	Data/ Internet fee to receive requested library materials (for online request)	1-8 working hours	Library Unit Head and Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the material, fill out the borrower's record. Borrowing of material is only allowed to DOST employee.			
3. Return the requested material to the Library's Frontline Desk (for hard copy), acknowledge receipt of email (for digital copy) 4. Accomplish the Library Feedback Form	1. Receive borrowed material from client for shelving (for hard copy) / receive acknowledgement from client (for digital copy)  1. Administer feedback form 2. Shelf used library materials (for hard copy)	Data/ Internet fee to send acknowledgment receipt (for online request)  Data/ Internet fee to accomplish feedback form (for online request)	5 minutes  5 minutes	Library Unit Head and Staff  Library Unit Head and Staff
<b>TOTAL:</b>		<b>Travel expenses to DOST Bicutan (for walk-in clients) / Data/ Internet fee to send material request, receive requested materials, and accomplish feedback form (for online request)</b>	<b>8 working hours and 15 minutes</b>	



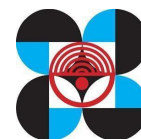
## 14. LIBRARY TOUR AND ORIENTATION

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

<b>Office or Division:</b>	Information Resources and Analysis Division (IRAD) – Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Attendance Form		DOST/STII – Library’s Frontline Desk		
Library Feedback Form		DOST/STII – Library’s Frontline Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write a request letter addressed to the Office of the Director.	1. Receive letter/email of request from client addressed to the Office of the Director. 2. Forward the letter of request to the Office of the Director for approval.	Courier fee/Internet fee to send the request letter	20 minutes	1. Library Unit Head and Staff 2. Office of the Director
2. Wait for the letter or phone call from the library regarding the status of request	1. Inform the library about the approval/disapproval of request. 2. Inform the requesting party through letter/email or phone call regarding the status of request. In case of changes/cancellations, requesting party must inform DOST-STII before the	None	1 working day	1. Office of the Director 2. Library Unit Head and Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	scheduled date through letter/email or phone call. 3. Assign library staff to lead the tour			
3. Client register and proceed with the library tour and orientation and accomplish Feedback Form after the session.	1. Give the Attendance Form to the client 2. Conduct library tour and orientation 3. Administer feedback form to the client	Travel expenses to DOST Bicutan	2-3 hours	Library Unit Head and Staff
<b>TOTAL:</b>		<b>Courier fee/ Internet fee to send the letter of request and travel expenses to DOST Bicutan</b>	<b>1 working day, 3 hours and 20 minutes</b>	



## 15. 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.

<b>Office or Division:</b>	Information Resources and Analysis Division (IRAD) – Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Online Material Request Service Feedback Form via Google Form		DOST/STII Library Email at <a href="mailto:library@stii.dost.gov.ph">library@stii.dost.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send inquiry/request for document through email at <a href="mailto:library@stii.dost.gov.ph">library@stii.dost.gov.ph</a> or via FB page at <a href="https://www.facebook.com/STIILibrary">facebook.com/STIILibrary</a>	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
<b>TOTAL:</b>		<b>Data fee/Internet fee to send/receive an email or access Facebook</b>	<b>8 Hours and 20 Minutes</b>	



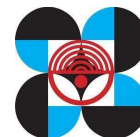
## V. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>1. Answer appropriate Feedback Form:</p> <ul style="list-style-type: none"> <li>- Audio Visual Services Survey (FR-CRPD-AV No.003)</li> <li>- Service Request / Assessment Slip (FR-STII-IT No.001)</li> <li>- Library Feedback Form (FR-IRAD-LS No.003)</li> </ul> <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"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Name of complainant</li> </ul> <p>For inquiries and follow-ups, clients may contact the following number: 837-2071 loc.2131 or 2130</p>



## FEEDBACK AND COMPLAINTS MECHANISM

<p>How complaints are processed</p>	<p>The Human Resource Officer opens the complaints drop box on the daily basis and evaluate each complaint.</p> <p>Upon evaluation the Human Resource Officer shall start the investigation and forward the complaint to the concerned division for their explanation.</p> <p>The Human Resource Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Human Resource Officer will give the feedback to the client.</p> <p>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: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782) PCC: 8888 CCB: 0908-861-6565 (SMS)</p>



## VI. 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