



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

CITIZEN'S CHARTER
2020 (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 Information Technology Unit (ITU).

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:

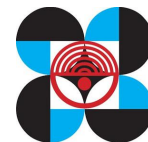
- We provide accurate, relevant, and timely Science, Technology, and Innovation information through resource sharing and efficient delivery systems;
- We promote public awareness, understanding, and appreciation of Science, Technology, and Innovation in national development; and
- We capacitate our key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

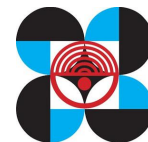


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**Office of the Director-
Information Technology Unit
(Internal Services)**



1. TECHNICAL SUPPORT SERVICE

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

Office or Division:	Information Technology Unit			
Classification:	Simple			
Type of Transaction:	G2G Government to another Government Agency or Government Employee			
Who may avail:	DOST-STII Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Service Request / Assessment Slip		Information Technology Unit (ITU). Prepared by ITU staff designated to the requesting client		
2. Purchase Request Form (PR) (<i>as needed only</i>)		Finance and Analysis Division – Property and General Service Section		
3. Technical Report (<i>as needed only</i>)		Accomplished by ITU. To be attached to the Purchase Request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A. Client (STII staff) inform any of the ITU 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 ITU office personally.	Prepares Service Request / Assessment Slip and fill out request details	None	1-2 minutes	<i>Science Research Specialist II</i> Information Technology Unit
2. Conduct inspection/diagnosis on the reported ICT related problem		None	5-10 minutes	<i>Science Research Specialist II</i> Information Technology Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. A. If reported problem can be fixed without component replacement, client accomplish assessment slip and give corresponding rating.</p> <p>B. If reported problem needs component replacement.</p> <p>Client will accomplish and submit Purchase Request for the needed component to the Property and General Services Section</p> <p>Client accomplish assessment slip and give corresponding rating.</p>	<p>ITU staff will write Technical Report.</p> <p>Get copy from Property Section</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5-10 minutes</p>	<p><i>Science Research Specialist II</i> Information Technology Unit</p> <p><i>Science Research Specialist II</i> Information Technology Unit</p> <p><i>Administrative Aide I</i> Property and General Services Section Officer</p>
TOTAL:		None	22 minutes	



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



2. DISSEMINATION OF INCOMING RECORDS

This service covers receiving and routing of incoming records / documents to Director's Office

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/ document.	None	1 min	<i>Administrative Assistant II</i> Records Section
	2. Check if the attachment are complete (if necessary)	None	3 min	
	3. Encode in the DOST-STII Electronic Records Management System	None	5 mins	
	4. Stamped and logged	None	3 mins.	
	5. Give the receiving copy to the client	None	1 min	
	6. Forward the records to the Office of the Director	None	2 mins	
TOTAL:		None	15 minutes	



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



3. 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:	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.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. Accept the document change request form. If the document is new input the required attributes on the Masterlist of Controlled Documents in the system, if it is a revision of documents, the revised attributes will be incorporated to the existing file 2. Scan and convert to electronic form	None	15 minutes	<i>Document Custodian</i> Records Section
		None	15 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	AGENCY ACTION
	3. Add to the revision table 4. Remove obsolete document 5. Save to Document Control Database. 6. Set corresponding security on the data 7. Print and give controlled copy to the client	None	10 minutes	
		None	5 minutes	
		None	5 minutes	
		None	5 minutes	
		None	5 minutes.	
TOTAL:		None	60 minutes	



4. 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:	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.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 minute	<i>Administrative Officer V</i> Records Section
	2. Search through DOST-STII ERMS	None	8 minutes	
	3. Give printed copy of the document to the client	None	1 minute	
TOTAL:		None	10 minutes	



5. 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 3. 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.			<i>Administrative Assistant II</i> Records Section
	A. Is it for routing to other Division/Unit?			
	a1. Encode/Update records in the DOST-STII ERMS	None	5 mins.	
	a2. Stamped and Logged	None	3 mins.	
	a3. Disseminate to the concerned Division/Unit	None	2 mins.	
	B. Is it for routing to DOST-CO Record?			
b.1. Encode in the DOST-CO ERMS	None	5 mins.	<i>Administrative Assistant II</i> Records Section	
b.2. Stamped and logged	None	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	30 mins	<i>Administrative Assistant II</i> Records Section
	C. Is it for mailing/lbc to other government agency.			
	c.1. Check for the complete requirements (PCV, PR and mailing envelope with complete name and address of the recipient)	None	5 mins	<i>Administrative Assistant II</i> Records Section
	c.2. Encode in the DOST-STII ERMS	None	5 mins.	
	c.3. Stamped and Logged	None	3 mins.	
	c.4 Prepare Transmittal Sheet	None	1 min.	
	c.5. Request cash to Petty Cash Custodian for payment of courier service	None	3 mins.	
	c.6. Mail records to Post Office or LBC	None	1 hour	
	TOTAL	None	A.10 mins. B. 38 mins. C. 1 hr.& 17mins	



6. PROCESSING OF PAYMENTS

This service facilitate the processing of payments for Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE) and Capital Outlay (CO) for Regular Fund and Trust Fund.

Office or Division:	Finance and Administrative Division (FAD) – Finance Group
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-Cashier 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, OD-ITU, FAD, IRAD, CRPD
Attachment(s) Billing Statement or Billing Invoice or Statement of Account 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, Meralco, Hotel and Restaurants, Travel Agency, etc.)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request with complete supporting documents to FAD-Budget Section *Make sure that necessary attachments are complete and duly signed	1. Receive the request and check for completeness of necessary supporting documents 1. Assigns control number to Request for ORS, BURS and DV Preparation (Action Slip) 2. Records details in logbook 3. Check attached supporting documents against the request	None	15 minutes	<i>Administrative Assistant VI</i> Budget Section or <i>Administrative Assistant II</i> Budget Section
	2. Obligate expense 1. Prepares and assigns control number to ORS (for GAA funded) and BURS (for GIA funded) 2. (a) Reviews action slips and (b) verifies if supporting documents are complete	None	10 minutes	<i>Administrative Assistant VI</i> Budget Section <i>Administrative Officer V</i> Budget Section
	3. Certify Allotment Availability 1. Certifies allotment are available and obligated for the purpose 2. Certifies charges appropriation/allotment necessary, lawful and under direct supervision and supporting documents are valid, proper and legal	None	30 minutes	<i>Administrative Officer V</i> Budget Section <i>Division Chief Concerned</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8. Prepare Payment 1. Verify completeness of signatories on the DV and LDDAP-ADA 2. Prepare check and Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE) 3. Prepare ACIC through Land Bank of the Philippines- Electronic Modified Disbursement System (LBP-EMDS) or WINACICDES 4. Update Check Disbursement Record (CkDR) 5. Sign check, ACIC, LDDAP-ADA and SLIIE	None	30 minutes	<i>Administrative Officer V</i> Cashier Section or <i>Administrative Assistant I</i> Cashier Section
	9. Approve Payment 1. Counter sign check or LDDAP-ADA and SLIIE 2. Sign ACIC	None	30 minutes	<i>Chief Administrative Officer</i> Finance and Administrative Division Director
	10. Release Payment to Creditors/Payees	None	20 minutes	<i>Administrative Officer V</i> Cashier Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ol style="list-style-type: none"> 1. Submit ACIC, LDDAP-ADA and SLIIE to the bank 2. Release checks 3. Furnish creditors/payees validated LDDAP-ADA for status of their claims 4. Attach OR/Collection Receipt 		(paused -clock) 10 minutes	<i>Administrative Assistant I</i> Cashier Section
TOTAL:		None	3 Hours, 35 Minutes	



7. RECRUITMENT, SELECTION, AND PLACEMENT

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

Office or Division:		Finance and Administrative Division (FAD)		
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	5 Minutes	<i>Administrative Officer II</i> Human Resource Section
	2.Review and endorse to FAD Chief for Approval		5 Minutes	
	3.Approves RFE		2 minutes	
	4.Prepare and submit Publication of Vacancy		2 hours	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Submits Application letters with supporting documents not later than the deadline:</p> <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>) 	<ol style="list-style-type: none"> 1. Receive and record receipt of application documents 2. Review completeness of application documents 3. Submit the application documents to the End User for review of qualifications 	None	<p>1 minute</p> <p>15 minutes per application</p> <p>2 minutes</p>	<p><i>Administrative Officer V</i> Human Resource Section or <i>Administrative Officer II</i> Human Resource</p>
	<ol style="list-style-type: none"> 1. Review the relevance of applicant's education, trainings and work experience. 2. Return all the application 	None	<p>20 minutes per application</p> <p>2 minutes</p>	<i>End User</i>



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



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	2 minutes	<i>Administrative Officer V Human Resource Section</i>
4. Attends the HRMPSB interview	1. Facilitate the interview of applicants 2. Compute and prepare the comparative matrix and tabulation 3. Prepare Minutes of the HRMPSB Interview 4. Deliberate on the ranking of the candidates 5. Submit a comprehensive evaluation report of candidates screened for appointment to the Appointing Authority	None None None None	30 minutes per applicant 15 minutes per applicant 2 days per position 2 hours 2 minutes	<i>HRMPSB</i> <i>Administrative Officer V Human Resource Section</i> or <i>Administrative Officer II Human Resource</i> <i>HRMPSB</i> <i>Administrative Officer V Human Resource Section</i> or <i>Administrative Officer II Human Resource</i>



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	None	1 hour	<i>Director</i>
	2. Inform the selected candidate through electronic mail and text messaging to submit other requirement for Appointment	None	30 minutes	<i>Administrative Officer II</i> Human Resource Section
6. Submit CSC documentary requirements for appointment	1. Receive and review requirements for appointment	None	30 minutes	<i>Administrative Officer V</i> Human Resource Section
	2. Prepare CSC appointment papers		1 day	<i>Administrative Officer II</i> Human Resource
	3. Approves appointment paper	None	5 minutes	<i>Director</i>
	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> 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> Human Resource Section or <i>Administrative Officer II</i> Human Resource



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	90 calendar days maximum including waiting time	



8. 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)			
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 STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits training proposal, LIB, list of participants, and Terms of Reference (TOR) to the Human Resource Section	1. Pre-Implementation Phase	None	30 Minutes	<i>Administrative Officer V Human Resource Section</i>
	1.1 Check annual training plan and individual development plan and review training proposal, LIB, TOR and list of participants			<i>Or Training Specialist I Human Resource Section</i>
	1.2 Endorse to Staff Development Committee and the Director for approval	None	20 Minutes	<i>Administrative Officer V Human Resource Section</i>
	1.3 Approve training proposal, LIB, list of participants, and Terms of Reference (TOR)	None	30 Minutes	<i>Chairperson Staff Development Committee (SDC) and Director</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepare Special Order and provide copy of SO to participants 1.5 Send out and receive Training Confirmation Slip to participants	None None	15 minutes 30 Minutes	<i>Training Specialist I</i> Human Resource Section and <i>Administrative Assistant II</i> Records Section
2. Fill up, and return Confirmation Slip to HR Section	1.6 Record confirmation	None	1 minute	<i>Training Specialist I</i> Human Resource Section
	1.7 Prepare Training Materials, food, venue, and other logistics	None	1-5 days	<i>Training Specialist I</i> Human Resource Section
3. Attend training	2. Training Implementation Phase 2.1 Facilitate the registration, distribute the training kits, assist participants and oversee the whole training session	None	Depending on length of the training	<i>Administrative Officer V</i> Human Resource Section or <i>Training Specialist I</i> Human Resource Section
4. Receive, fill up, and return Training Evaluation Form	2.2 Distribute and collect Training Evaluation Form	None	20 minutes	Training Specialist I Human Resource Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Post Training Implementation Phase 3.1 Prepares Terminal Report	None	15 days	<i>Administrative Officer V</i> Human Resource Section or <i>Training Specialist I</i> Human Resource Section
	3.2 Approves Terminal Report	None	30 minutes	<i>Director</i>
	3.3 Prepares Action Slip including the following documents for payment of food, venue, and resource speaker: <ul style="list-style-type: none"> • SO • Terminal Report Power Point Presentation • Profile of Resource Speaker • Billings • Program 	None	15 minutes	<i>Training Specialist I</i> Human Resource Section
TOTAL:	None	20 days, 3 hours, & 11 minutes <i>excluding the waiting time and training duration</i>		



9. PURCHASE SERVICE

This service facilitates the purchasing of office supplies and equipment, and infrastructure

Office or Division:	FAD-Property Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to another Government Agency or Government Employee			
Who may avail:	Internal Clients			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Approved APP Approved PPMP Approved Purchase Request attached with supporting documents		Property Section Downloadable at STII Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request	1. Received if complete attachments 2. Post at PhilGEPS (Competitive Bidding) 3. Post at PhilGEPS (RFQ) 4. Submit 3 quotations for items below P50K 5. Purchase at DBM-PS for CSE 6. Delivery	None	15 minutes 36 days 12 days 3 days 3 months 15 working days for regular items 20 working days for local-customized items 90 working days for imported items	<i>Administrative Officer V</i> Property Section Or <i>Administrative Aide I</i> Property Section
TOTAL:		None	7-4 months	



10. MOTORPOOL SERVICE

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

Office or Division:	FAD-Property Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to another Government Agency or Government Employee			
Who may avail:	Internal clients			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Vehicle Request Gate Pass STII Function Room reservation form		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 2. Request Gate Pass 3. STII Function Room reservation form	Received approved request and provide the following services: 1. Provide official vehicle for the travel 2. Approve the usage of STII Equipment 3. Provide the requested function room to the requester	None	1 hour 30 minutes 30 minutes	<i>Administrative Officer V Property Section Or Administrative Aide I Property Section</i>
TOTAL:		None	2 hours	



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



11. Production and Distribution of S&T Post Magazine

The S&T Post is a quarterly magazine 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 DOST top management; DOST agencies; DOST regional offices; NGAs; state universities and colleges (SUCs); and other S&T stakeholders or by special request through phone call, letter or email.

Office or Division:	Communication Resources and Production Division (CRPD)			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2G			
Who may avail:	DOST agencies and regional offices, NGAs, SUCs, students, and other S&T stakeholders			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1.Mailing List 2.Letter of Request (letter or email)		Communication Resources and Production Division-Circulation Section and/or Content Development and Editorial Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Story conference (no client interaction yet)	1.Brainstorming on the theme of the issue of the magazine that will satisfy need of target readers	None	2-4 hours	Editor-in-Chief, Executive Editor and Editorial Team
2. Development and supply of content (no client interaction yet)	2.Writing of stories and gathering of articles, photos, infographics submitted by DOST agencies and regional offices	None	Within 30 days	Editorial assistants and writers



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Editing contents (no client interaction yet)	3. Edit, rewrite, and proofread articles and stories submitted by writers from CRPD, DOAT agencies, and regional offices	None	Within 30 days	Editors and proofreaders
4. Layout and cover design (no client interaction yet)	4. Execute layout of articles/stories with photos, drawings, infographics by layout artist	None	Within 30 days	Layout artists/graphic artists
5. Approval of layout/cover (no client interaction yet)	5. Approval of layout and cover for submission to printer for color proofing	None	1 ½ days	Executive Editor and Publisher
6. Printing of digital proof (no client interaction yet)	6. Printing of digital proof for further review before actual printing	None	1 day	Printer
7. Approval of digital proof (no client interaction yet)	7. Review and approval of digital proof	None	1 hour	Editor-in-Chief and proofreaders
8. Printing (no client interaction yet)	8. Actual offset printing of copies	None (no cost for the client)	10 days	Printer
9. Inspection of delivered printed copies of S&T Post (no client interaction yet)	9. Random inspection of delivered printed copies for quality control and determine the completeness of the delivery	None	30 minutes	Printing Press Supervisor/Circulation officer/Property Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Client sends letter of request or email for S&T Post (for those not in mailing list)	10.1 Acknowledge request through letter or email if approved or not	None	Within 15 minutes upon receipt of request	Printing Press Supervisor/Circulation officer
	10.2 Packing and labelling of all copies for distribution based on mailing list of clients or request	None (no cost to client on courier or postage)	15 days after receipt of copies from printer	Printing Press Supervisor/Circulation officer
	10.3 Endorse the printed S&T Post to courier or send via postal office to clients	None (no cost to client)	15 days upon completion of packing and labelling of S&T Post	Printing Press Supervisor/Circulation officer
11. Sign/send acknowledgment receipt of delivery of S&T Post	11.1 Acknowledge receipt of delivery by letter or email	None	Within 15 minutes upon receipt of acknowledgment	Printing Press Supervisor/Circulation officer
	11.2 Accept feedback form and sends back scanned filled up form via email	None	Within 1 ½ hours after receipt of feedback	Printing Press Supervisor/Circulation officer/Editorial Team
TOTAL:		None	73 days and 6 hours	



12. 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:	Philippine Journal of Science Editorial Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Subscription Form (1 original) Invoice (2 original)		Philippine Journal of Science Editorial Office		
Order of Payment (1 original)		Finance and Administrative Division – Accounting Section		
Official Receipt (1 original)		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 Unit
2. Submit the required documents to the Cashier Window 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



CLIENT STEPS	AGENCY ACTION	FEES 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 for receipt of the journal copies	4. Check the Official Receipt 4.1 Give the journal copies to the client	None	5 Minutes	<i>Science Research Specialist II Creative Services and Design Unit</i>
TOTAL:		PHP 200 (for personal use) PHP 250 (for institutional use)	25 Minutes	<i>n/a</i>



13. 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 video footage or material by way of photo and video editing of S&T events, same-day edit (SDEs) with music and graphic inlays, script-to-screen AVPs, among others with a final output of creating digital files of video and photo turned over to the client.

Office or Division:	Communication Resources and Production Division (CRPD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to another Government Agency or Government Employee			
Who may avail:	DOST agencies and regional offices; DOST Sectoral Councils and Advisory bodies and other S&T stakeholders (in some occasions)			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
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 for AV Production Form	1.1. Acknowledge receipt of Request for Production Services	None	Within 1 hour upon receipt of request	<i>CRPD Chief</i>
	1.2. With appropriate coordination with requesting party AV Section approves and plans production	None	Within 1-3 hours	<i>Science Research Specialist II AV Section or Audio Visual Technician III & IV AV Section</i>
	1.3 Script may be prepared by client or AV scriptwriter in AVS	None		<i>Supervising Science Research Specialist</i>
	1.4. Depending on the required material shooting/videotaping is carried out by the team	Shooting supplies (tapes, batteries, etc)	Within 3-5 working days	<i>Science Research Specialist II AV Section or Audio Visual Technician III & IV AV Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Editing, voicing, music scoring and other post production work	Client might cash out appropriate fees and supplies	Within 2-3 working days	<i>Voice talent and recording studio fees (P20,000)</i>
2. Client previews the edited material & relays any corrections to AV Section until client approves finished product	2.1. Edited draft video are sent electronically for preview by client and revisions if any are made	None	Within 1-2 working days (depending on location of client or regional office)	<i>Science Research Specialist II AV Section or Audio Visual Technician III & IV AV Section</i>
	2.2 Gets final approval from client	None	1 day	
3. Client signs acknowledgment receipt and feedback form	2. Retrieve/collect client acknowledgment receipt and feedback form	None	Within 1-2 hours (depending on location of requesting client)	<i>Science Research Specialist II AV Section or Audio Visual Technician III & IV AV Section</i>
TOTAL:		None	1 to 2 weeks <i>excluding waiting time because it will depend on the requested date for production</i>	



14. 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.

Office or Division:	Communication Resources and Production Division (CRPD)			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	DOST agencies and regional offices; DOST Sectoral Councils and Advisory bodies and other S&T stakeholders (in some occasions)			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
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	1.1. Within 1 hour upon receipt of request	CRPD Chief
	1.2. Conduct actual photo/video coverage	None	1.2. Within 1-3 hours (depending on the program of the event/activity)	CRPD photographers and videographers
	1.3. Edit photos and videos for final cut	None	1.3. Within 2-3 working days	CRPD photographers and videographers
	1.4. Final cut photo/video send via email/cloud or pick up by client	None	1.4. Within 1-2 working days (depending on location of client)	CRPD photographers and videographers
2. Client signs acknowledgment receipt and feedback form	2. Retrieve/collect client acknowledgment receipt and feedback form	None	2. 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)



15. 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)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
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
	4.1. Check the availability of the material in the appropriate shelves as indicated in the request form 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.			
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 Information Resources and Analysis Division</i>
6. Return the requested material to the Librarians' Frontline Desk (for hard copy), request photocopying service if necessary	6. Receive borrowed material (hard copy) from client 6.1. Photocopy the requested page/s	P1.00/page	30 seconds / page	<i>Library Unit Head and Staff Information Resources and Analysis Division</i>
7. Accomplish the Library Feedback Form	7. Give the Library Feedback Form to the client 7.1. Sort the returned material per type and shelf accordingly	None	2 minutes / returned material	<i>Library Unit Head and Staff Information Resources and Analysis Division</i>
TOTAL:		P1.00	18 Minutes & 30 Seconds	



16. 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)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
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.	4. 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	5.1 Give the Attendance/Registration Form to the client 5.2 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 & 4 Hours	



17. LIBRARY ONLINE SERVICE

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)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Online Service Feedback Form		DOST/STII Library Email at stiilibrary@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry/request for document through email at stiilibrary@gmail.com 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 Information Resources and Analysis Division</i>
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 Information Resources and Analysis Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive email/message answering inquiry/request and accomplish Library Online Service Feedback 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 3.2 Send the link to Library Online Service Feedback Form	Data fee/Internet fee to receive an email or access Facebook	acted within 8 working hours upon receipt of email/message	<i>Library Unit Head and Staff</i> Information Resources and Analysis Division



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. 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.</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: 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
Circulation Unit/GSU/Property	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2143
Printing	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2134/2146
Acquisition Unit	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2145
Front Lobby Guard	STII Building, DOST Complex, Gen. Santos Ave. Bicutan Taguig City	837-2071 local 2142