



DEPARTMENT OF SCIENCE AND TECHNOLOGY
REGIONAL OFFICE NO. I

CITIZEN'S CHARTER MANUAL

July 2023 (Revised Edition)

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I. Mandate:

Executive Order No. 128 mandates the Department to “provide central direction, leadership and coordination of scientific and technological efforts and ensure that the results therefrom are geared and utilized in areas of maximum economic and social benefits for the people”.

II. Vision:

DOST as the leading enabler and provider of science, technology, and innovation explicit solutions towards national development.

III. Mission:

To direct, lead and coordinate the country's scientific, technological, and innovative efforts geared towards maximum economic and social benefits for the people.

IV. Service Pledge:

We, officials and employees of the Department of Science and Technology, Regional Office No. I (DOST I), shall provide quality products and services to our stakeholders and carry out our duties, responsibilities and obligations guided by the virtues of ***innovation, excellence, leadership, integrity, teamwork and empowerment***, and commit to:

- **D**eliver timely, reliable and quality S&T services;
- **O**blige ourselves to abide by the provisions of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018;
- **S**erve our stakeholders equally, equitably and efficiently;
- **T**ake full accountability and transparency in all our transactions;
- **U**ndertake implementation of all programs, projects and activities that exceed customer satisfaction;
- **N**urture our values and capabilities to efficiently and effectively respond to the ever-changing needs of our customers in the region, and;
- **O**ptimize our resources to ensure the achievement of our goals and objectives and remain focused and productive in a highly competitive environment.

Quality Policy

We are committed to provide quality products and services to all stakeholders in Region I, within our capabilities and resources according to standards and all regulatory and statutory requirements and to continually improve our QMS through efficient and effective risk management to exceed customer satisfaction.

Core Values

SCIENCE (Services, Commitment, Innovation, Ethics, Nurturing, Collaboration, Excellence)

Regional Office

External Services

SCIENCE AND TECHNOLOGY SCHOLARSHIP SERVICES

Office or Division	Technical Operation Services (TOS) / Scholarship Unit, DOST Region 1/ Provincial S&T Offices (PSTOs)
Classification	Simple
Type of Transaction	G2C
Who may Avail	Graduating Grade 12 students or Incoming third year college students
CHECKLIST OF REQUIREMENTS	
1. Fully accomplished DOST-SEI Undergraduate Scholarship Application Form or Junior Level Science Scholarship Application Form through the E-Scholarship Application System.	https://www.science-scholarships.ph
2. Parents/Legal Guardian's Proof of Income <ul style="list-style-type: none"> Parents/Legal Guardian's Latest Income Tax Return or BIR Form 1701 or 2316 or BIR Certificate of Tax Exemption; or Employment Contract for OFW parents; or Certificate of Employment with Compensation; or Proof of Pension; or Certificate of Indigency 	Bureau of Internal Revenue Employers of the applicant's parents Employers of the applicant's parents Government Service Insurance System or Social Security System Barangay Hall
3. Form C – Certificate of Good Moral Character	Forms C – J for Undergraduate applicants and Forms C – I for JLSS applicants are integrated and will be downloaded in the E-Scholarship Application System
4. Form D- Certificate of Good Health	
5. Form E1/E2 - Principal's Certification (Undergraduate applicants) Form E-Certificate of Program of Study & Year Level (JLSS applicants)	
6. Form F – Certificate of Residency	
7. Form G-Parent's Certification (Undergraduate) Form G1/G2-Commitment to Return Service (JLSS)	
8. Form H – Applicant's Certification	
9. Form I – Applicant's Certification of No Post Secondary Units (Undergraduate applicants) Form I – Applicant/Parent Declaration (JLSS applicants)	
10. Form J – Signed Declaration of Applicant and the Parent/Legal Guardian	
11. Recent picture, passport size (4.5 cm x 3.5 cm or 1.8 inches x 1.4 inches)	PSA, NSO, or the Municipal Registry Office
12. Birth Certificate	
13. For Undergraduate applicants - Certified Copy of Permanent Student Record (Form 137) or Report Card (Form 138) for Grades 9, 10, and 11 or Philippine Equivalency Placement Test Certificate of Rating or Accreditation and Equivalency Test Certificate of Rating or Presentation Portfolio Assessment Certificate of Completion or Certificate of Completion from ALS teacher	Applicant's current school/university

For JLSS applicants – Official Transcript of Records or True Copy of Grades or Grade Report downloaded from the portal for 1 st Semester of 1 st Year until the 1 st Semester of 2 nd Year in college, including in the midyear terms, if enrolled.				
14. Notarized Affidavit of Guardianship for applicants with Legal Guardian		Law Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online application by accessing the E-Scholarship Application System through https://www.science-scholarships.ph	<ul style="list-style-type: none"> Make the system available online 	None	3 minutes	DOST-SEI
Register by using a valid email address. An email will be sent for verification.	<ul style="list-style-type: none"> The system will email the applicant with log-in credentials. 	None	2 minutes	E-Scholarship Application System
Access the link provided in the email sent and answer the questions in the Eligibility Module.	<ul style="list-style-type: none"> The system will evaluate whether the applicant satisfies the eligibility requirements. If NOT ELIGIBLE to apply, a Notice of Disqualification will be sent in the email address provided. 	None	5 minutes	E-Scholarship Application System
If eligible to apply for the scholarship, proceed to the next modules and download the application forms at the E-scholarship Application System and have the forms signed by appropriate signatories.		None	Depends on the applicant	E-Scholarship Application System

Upon completion of the necessary documents and forms required, input all information required and upload the signed application forms together with the other documentary requirements.	<ul style="list-style-type: none"> The system will evaluate the inputted information and check the completeness of the uploaded documents. The system will send a confirmation email including details on the releasing of test permits and details on the examination. 	None	15 minutes	E-Scholarship Application System
N/A	<ul style="list-style-type: none"> v 	None	10 minutes per application (allowed to verify application for 6 weeks for all the application)	Scholarship Coordinator and Staff
A week before the scheduled examination, download and print the test permit sent to the registered email address.	<ul style="list-style-type: none"> The system will email the applicant with the test permit 	None	2 minutes	E-Scholarship Application System
TOTAL		None	42 minutes	

**DEPLOYMENT OF SCIENCE AND TECHNOLOGY ACADEMIC RESEARCH BASED
OPENLY OPERATED KIOSKS (STARBOOKS)**

Office or Division	S&T Promotions Unit/Technical Services Division (TSD)/ Provincial S&T Centers (PSTCs)/DOST Region 1			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	Public and Private Elementary and Secondary Schools, HEIs, LGUs, NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. make a formal letter (addressed to the DOST 1 Director) 2. Ensure compliance with requirements (IT and manpower components) -3. 3. Prepare Tarpaulin for STARBOOKS – 4. signed MOU		Beneficiary/DOST RO1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter to Office of the Provincial/Regional Director regarding intention to avail of Super STARBOOKS	<ul style="list-style-type: none"> Acknowledges letter 	None	5 minutes	ORD staff
	<ul style="list-style-type: none"> Informs customer on the corresponding requirements and capacity of computer unit, and filling-up of Partner Institutional Profile (PIP) form 		55 minutes	Program Coordinator
Submits accomplished PIP form	Checks on specifications of computer unit	None	1 day	Program Coordinator
Prepares computer unit as per requirement	<ul style="list-style-type: none"> Installs of Super STARBOOKS software 	None		Program Coordinator

	<ul style="list-style-type: none"> Sends Partners Institution profile to DOST-STII for the Institutional code 			
Signs Memorandum of Understanding (MOU)	Signs Memorandum of Understanding (MOU)	None		DOST Regional Director/Provincial Directors, Head of Requesting Party, ARD for Technical Services
Attends Orientation Training	Conducts Orientation Training	None	1 day	Program Coordinator
TOTAL		None	3 days	

SCIENCE AND TECHNOLOGY LEARNING RESOURCE CENTER

Office or Division	S&T Promotions Unit/Technical Services Division/ Provincial S&T Centers (PSTCs)/DOST Region 1			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquires regarding S&T LRC services; Fill up User's Data & Information Needs Tracking Form	<ul style="list-style-type: none"> Entertains queries of customer Refers customer to other institution/s if research topic is not available 	None	1 minute	S&T LRC Custodian
Undertakes research	Assists Customer	None	5 minutes	S&T LRC Custodian
Accomplishes Customer Satisfaction Feedback (CSF) Form	Receives accomplished Customer Satisfaction Feedback (CSF) Form	None	3 minutes	S&T LRC Custodian
TOTAL		None	9 minutes	

Application for Microbiological Testing – Food Spoilage and Food Pathogen (Food and Food Products)

Total Coliform, Aerobic Plate Count, *Salmonella*, *S. aureus*, Mold and Yeast Count

Office or Division	Field Operations Division (FOD)/Technical Services Division (TSD) REGIONAL STANDARDS AND TESTING LABORATORIES			
Classification	Highly Technical			
Type of transaction	G2G, G2C, G2B			
Who may Avail	All Government Agencies, LGU's, other government instrumentalities Customer/firm particularly those intending to improve existing operations or those intending to establish new technology-based enterprise.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
To be brought by the customer: Solid/Food – at least 250 grams [For FDA requirement atleast 5 packs (equivalent to 250g/pack) persample] Liquid – at least 250 mL [Sterile Glass container, sealed and labelled (Collection Date, Time,Location)]		Customer Relation Officer at DOST 1 – RSTL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits samples for testing, indicate test service/s needed	Customer Relation Officer receives and evaluates the condition/s of the sample/s	None	3 minutes	Customer Relation Officer
Reviews Technical Service Request Form (TSR)	<ul style="list-style-type: none"> If service/s is/are available, the Customer Relation Officer prepares the JOB ORDER using ULIMS If not, the CRO refers the sample(s) thru the OneLab Referral Network 	None	3 minutes	Customer Relation Officer
Pays Corresponding Fees	The Accountant prepares Order of Payment and the Cashier issues Official Receipt (OR)	Total Coliform and E. coli PHP 1,550 Aerobic Plate Count PHP 550 Salmonella spp. PHP 1,000 Staphylococcus aureus enumeration PHP 1200 Yeast and Molds PHP 550	3 minutes Testing duration: 4-5 working days	Cashier Accountant
Claims Test Report (once available or as indicated in the TSR Form) or requests DOST1 to send the report thru email .	The authorized laboratory staff/ CRO checks the TSR and OR prior to the Release of the Test/Calibration Reports or sending the report to the client thru email.	None	2 minutes	Authorized Laboratory Staff/Customer Relation Officer
Accomplishes Customer	Receives accomplished CSF	None	1 minute	Customer Relation Officer

Satisfaction Feedback (CSF)				
	TOTAL	Depends on what kind of test is availed of.	Average Turn-around-time (TAT): 5-8 working days* Customer Engagement: 12 minutes	

*Total Processing Time varies to the sample matrix submitted. Reflected is the average processing time from the receipt of sample, testing until released of test reports (TAT).

Application for Microbiological Testing – Drinking Water Potability Testing and Environmental Water Testing Services

Total Coliform, Fecal Coliform, E. coli and Heterotrophic Plate Count

Office or Division	Field Operations Division (FOD)/Technical Services Division (TSD) REGIONAL STANDARDS AND TESTING LABORATORIES			
Classification	Highly Technical			
Type of transaction	G2G, G2C, G2B			
Who may Avail	All Government Agencies, LGU's, other government instrumentalities Customer/firm particularly those intending to improve existing operations or those intending to establish new technology-based enterprise.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
To be brought by the customer: Water – at least 250 mL [Sterile Glass container, sealed and labelled (Collection Date, Time, Location)]		Customer Relation Officer at DOST 1 - RSTL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits samples for testing, indicate test service/s needed	Customer Relation Officer receives and evaluates the condition/s of the sample/s	None	3 minutes	Customer Relation Officer
Reviews Technical Service Request Form (TSR)	<ul style="list-style-type: none"> If service/s is/are available, the Customer Relation Officer prepares the JOB ORDER using ULIMS If not, the CRO refers the sample(s) thru the OneLab Referral Network 	None	3 minutes	Customer Relation Officer
Pays Corresponding Fees	The Accountant prepares Order of Payment and the Cashier issues Official Receipt (OR)	Total Coliform and Fecal Coliform PHP 650 Heterotrophic plate count PHP 550 Fecal Coliform PHP 550	3 minutes Testing duration: 35 working Days	Cashier Accountant
Claims Test Report (once available or as indicated in the TSR Form) Or requests DOST1 to send the Test Report thru email.	The authorized laboratory staff/ CRO checks the TSR and OR prior to the Release of the Test/Calibration Reports or sending the Test Report thru email upon request of the client.	None	2 minutes	Authorized Laboratory Staff/Customer Relation Officer
Accomplishes Customer Satisfaction Feedback (CSF)	Receives accomplished CSF	None	1 minute	Customer Relation Officer

	TOTAL	Depends on the availed kind of test	Average Turn- around-time (TAT): 5 working days* Customer Engagement: 12 minutes	
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*Total Processing Time varies to the sample matrix submitted. Reflected is the average processing time from the receipt of sample, testing until released of test reports (TAT).

Application of Shelf-life and Establishment of Product Specifications

Testing of Food Products

Office or Division	Field Operations Division (FOD)/Technical Services Division (TSD) REGIONAL STANDARDS AND TESTING LABORATORIES			
Classification	Highly Technical			
Type of transaction	G2G, G2C, G2B			
Who may Avail	All Government Agencies, LGU's, other government instrumentalities Customer/firm particularly those intending to improve existing operations or those intending to establish new technology-based enterprise.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sample Requirement: Food product in original packaging Empty original packaging (moisture method)		Customer Relation Officer at DOST 1 – RSTL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will inquire for shelf life testing Client will fill-out P.I.S. (Product Information Sheet) for initial assessment of product.	CRO will provide the PIS and send the quotation to the client's email after assessment of the PIS	None	3 minutes	Customer Relation Officer
Submit samples for initial testing in Microbiology lab and/or Chemistry lab. (Micro lab and Chem lab-250g samples per lab)	CRO receives and evaluates the condition/s of the sample/s (Test results/report will be available 5 working days for Micro lab and 15 working days for Chem lab)	None	3 minutes	Customer Relation Officer
If sample passed the initial testing conducted, client will submit samples for shelf-life testing	CRO receives and evaluates the condition/s of the sample/s	None	3 minutes	Customer Relation Officer

Reviews Technical Service Request Form (TSR)	<ul style="list-style-type: none"> If service/s is/are available, the Customer Relation Officer prepares the JOB ORDER using ULIMS <p>If not, the CRO refers the sample(s) thru the OneLab Referral Network</p>	None	3 minutes	Customer Relation Officer
Pays Corresponding Fees	The Accountant prepares Order of Payment and the Cashier issues Official Receipt (OR)	Minimum of PhP23,000.00 Varies depending on the sample matrix. Computation. Number of Samples x Tests = Shelf life testing fee	3 minutes Varies depending to the sample matrix: Average: 6 months	Cashier Accountant
Claims Test Report	The authorized laboratory staff/ CRO checks the TSR and OR prior to the	None	2 minutes	Authorized Laboratory

(once available or as indicated in the TSR Form) Or requests DOST1 to send the Test Report thru email.	Release of the Test/Calibration Reports or sending the Test Report thru email upon request of the client.			Staff/Customer Relation Officer
Accomplishes Customer Satisfaction Feedback (CSF)	Receives accomplished CSF	None	1 minute	Customer Relation Officer
	TOTAL	Varies depending on the sample matrix. Computation. Number of Samples x	Average Turn-around-time (TAT): 6 months* Customer Engagement: 18 minutes	

*Total Processing Time varies to the sample matrix submitted. Reflected is the average processing time from the receipt of sample, testing until released of test reports.

Application for Chemical Testing including Computation of Product Composition Information for "Nutrition Facts" label

Office or Division	Field Operations Division (FOD)/Technical Services Division (TSD) REGIONAL STANDARDS AND TESTING LABORATORIES			
Classification	Highly Technical			
Type of transaction	G2G, G2C, G2B			
Who may Avail	All Government Agencies, LGU's, other government instrumentalities Customer/firm particularly those intending to improve existing operations or those intending to establish new technology-based enterprise.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
To be brought by the customer: For chemical tests, submit: Solid samples – 250-500g Liquid samples – 250-500mL		DOST 1 – RSTL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits samples for testing, indicate test service/s needed	Customer Relation Officer receives and evaluates the condition/s of the sample/s	None	3 minutes	Customer Relation Officer

Reviews Technical Service Request Form (TSR)	<ul style="list-style-type: none"> If service/s is/are available, the Customer Relation Officer prepares the JOB ORDER using ULIMS <p>If not, the CRO refers the sample(s) thru the OneLab Referral Network</p>	None	3 minutes	Customer Relation Officer
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Pays Corresponding Fees	The Accountant prepares Order of Payment and the Cashier issues Official Receipt (OR)	Package Testing, Computation and Nutrifacts Label drafting PHP 6,510.00	3 minutes Varies depending to the sample matrix	Cashier Accountant
Claims Test Report (once available or as indicated in the TSR Form) Or requests DOST1 to send the Test report thru email.	The authorized laboratory staff/ CRO checks the TSR and OR prior to the Release of the Test/Calibration Reports or sending the Test Report thru email upon request of the client.	None	2 minutes	Authorized Laboratory Staff/Customer Relation Officer
Accomplishes Customer Satisfaction Feedback (CSF)	Receives accomplished CSF	None	1 minute	Customer Relation Officer
	TOTAL	6,510.00	Average Turn-around-time (TAT): 15 working days* Customer Engagement: 12 minutes	

*Total Processing Time varies to the sample matrix submitted. Reflected is the average processing time from the receipt of sample, testing until released of test reports (TAT).

Application for Chemical Laboratory Testing of Food and Food Products and Agricultural Products

Moisture, Ash, Total Carbohydrates, Crude Protein, Crude Fat, Crude Fiber, Calcium, Potassium, Sodium, Total Acidity, Titratable Acidity, Free Fatty Acid, pH, Water Activity, Brix Reading, Nitrite, Salt as Sodium chloride, Filth, Vitamin C, Arsenic, Lead, Mercury, Cadmium, Copper, Zinc

Office or Division	Field Operations Division (FOD)/Technical Services Division (TSD) REGIONAL STANDARDS AND TESTING LABORATORIES
Classification	Highly Technical
Type of transaction	G2G, G2C, G2B
Who may Avail	All Government Agencies, LGU's, other government instrumentalities Customer/firm particularly those intending to improve existing operations or those intending to establish new technology-based enterprise.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

To be brought by the customer: Samples - 2 packs of at least 250 grams each pack.		Customer Relation Officer at DOST 1 - RSTL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Submits samples for testing, indicate test service/s needed	Customer Relation Officer receives and evaluates the condition/s of the sample/s	None	3 minutes	Customer Relation Officer
Reviews Technical Service Request Form (TSR)	<ul style="list-style-type: none"> If service/s is/are available, the Customer Relation Officer prepares the JOB ORDER using ULIMS <p>If not, the CRO refers the sample(s) thru the OneLab Referral Network</p>	None	3 minutes	Customer Relation Officer
Pays Corresponding Fees	The Accountant prepares Order of Payment and the Cashier issues Official Receipt (OR)	Moisture PHP 400 Ash PHP 550 Total Carbohydrates PHP 180 Crude Protein PHP 1000 Crude Fat PHP 1200/960 Crude Fiber PHP 1380 Calcium PHP 1920 Potassium PHP 1920 Sodium PHP 1920 Total acidity PHP 560 Titratable acidity PHP 560 Free Fatty Acid PHP 500 pH PHP 325 Water activity PHP 375 Nitrite PHP 800 Salt as Sodium chloride PHP 700 Arsenic PHP 2300 Lead PHP 2300 Cadmium PHP 2300 Zinc PHP 1920	3 minutes	Cashier Accountant
Claims Test Report (once available or as indicated in the TSR Form) OR requests DOST1 to send the Test Report thru email.	The authorized laboratory staff/ CRO checks the TSR and OR prior to the Release of the Test/Calibration Reports or sending the Test Report thru email upon request of the client.	None	2 minutes	Authorized Laboratory Staff/Customer Relation Officer

Accomplishes Customer Satisfaction Feedback (CSF)	Receives accomplished CSF	None	1 minute	Customer Relation Officer
	TOTAL	It depends upon the availed kind of test as stated above	Average Turn-around-time (TAT):15 working days* Customer Engagement: 12 minutes	

*Total Processing Time varies to the sample matrix submitted. Reflected is the average processing time from the receipt of sample, testing until released of test reports (TAT).

Application for Physico-Chemical Testing of Water and Wastewater

Physical Tests: Conductivity, Turbidity, Total Dissolved Solids, Total Solids, Total Suspended Solids, Temperature, Color, Settleable solids

Chemical Tests: Acidity, Alkalinity, Arsenic (Total), Biological Oxygen Demand (BOD), Cadmium (Total), Cadmium, Calcium (Total), Calcium, Chemical Oxygen Demand (COD), Chloride, Chloride (residual), Chromium (Total), Copper (Total), Copper, Dissolved Oxygen (DO), Iron (Total), Iron, Lead (Total), Lead, Manganese (Total), Manganese, Magnesium, Mercury, Nickel (Total), Nickel, Total Kjeldahl Nitrogen, Oil and Grease, pH, Phosphorous (Total), Potassium (Total), Selenium, Sodium (Total), Sodium, Silver (Total), Silver, Sulfate, Total Hardness, Zinc (Total), Zinc

Office or Division	Field Operations Division (FOD)/Technical Services Division (TSD) REGIONAL STANDARDS AND TESTING LABORATORIES			
Classification	Highly Technical			
Type of transaction	G2G, G2C, G2B			
Who may Avail	All Government Agencies, LGU's, other government instrumentalities Customer/firm particularly those intending to improve existing operations or those intending to establish new technology-based enterprise.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For physical and chemical tests, submit: Liquid sample – 2 liters For BOD analysis, submit at least 1.5 liters For Oil and Grease, submit at least 1 liter in wide-mouth glass container (mouth sealed with foil prior to cap covering)		Customer Relation Officer at DOST 1 - RSTL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits samples for testing, indicate test service/s needed	Customer Relation Officer receives and evaluates the condition/s of the sample/s	None	3 minutes	Customer Relation Officer

Reviews Technical Service Request Form (TSR)	<ul style="list-style-type: none"> If service/s is/are available, the Customer Relation Officer prepares the JOB ORDER using ULIMS 	None	3 minutes	Customer Relation Officer
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	If not, the CRO refers the sample(s) thru the OneLab Referral Network			
Pays Corresponding Fees	The Accountant prepares Order of Payment and the Cashier issues Official Receipt (OR)	Conductivity PHP 350 Turbidity PHP 300 Total Dissolved Solids PHP 600 Total Suspended Solids PHP 650 Color PHP 250 Settleable solids PHP 300 Acidity PHP 500 Alkalinity PHP 500 Biological Oxygen Demand (BOD) PHP 1500 Cadmium (Total) PHP 1200 Cadmium PHP 1000 Calcium (Total) PHP 1200 Calcium PHP 700 Chloride PHP 750 Chromium (Total) PHP 1200 Copper (Total) PHP 1200 Copper PHP 1000 Dissolved Oxygen (DO) PHP 500 Iron (Total) PHP 1200 Iron PHP 1000 Lead (Total) PHP 1200 Lead PHP 1000 Manganese (Total) PHP 1,200 Manganese PHP 1000 Magnesium (Total) PHP 1200 Magnesium PHP 1000	3 minutes	Cashier Accountant

		Nickel(Total) PHP 1200 Nickel PHP 1000 Total Kjeldahl Nitrogen PHP 950 Oil and Grease PHP 1,000 pH PHP 350 Potassium(Tota l) PHP 1200 Potassium PHP 1000 Sodium PHP1000 Sulfate PHP 800 Total Hardness PHP 700 Zinc (Total) PHP 1200 Zinc PHP 1000		
Claims Test Report (once available or as indicated in the TSR Form) Or requests DOST1 to send the Test report thru email.	The authorized laboratory staff/ CRO checks the TSR and OR prior to the Release of the Test/Calibration Reports or sending the Test Report thru email upon request of the client.	None	2 minutes	Authorized Laboratory Staff/Customer Relation Officer
Accomplishes Customer Satisfaction Feedback (CSF)	Receives accomplished CSF	None	1 minute	Customer Relation Officer
	TOTAL	It depends upon the availed kind of test as stated above	Average Turn-around- time (TAT): 15 working days* Customer Engagement: 12 minutes	

*Total Processing Time varies to the sample matrix submitted. Reflected is the average processing time from the receipt of sample, testing until released of test reports (TAT).

Regional Metrology Laboratory

Office or Division	Field Operations Division (FOD)/Technical Services Division (TSD)			
Classification	Highly Technical			
Type of transaction	G2G, G2C, G2B			
Who may Avail	All Government Agencies, LGU's, other government instrumentalities Customer/firm particularly those intending to improve existing operations or those intending to establish new technology-based enterprise.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Volumetric Calibration a. Road tankers: Capacity, OR/CR, Plate Number, No leak, Clean and free from Foreign, Clean and free from foreign substance/object b. Volumetric Equipment: Capacity, Serial Number, Clear Level Gauge, Glass tube not broken, No leak, Clean and free from foreign substance/object 2. Mass Calibration a. Mass Standards: Nominal Value, Classification, Make/Model, Serial Number, Clean and free from foreign substance/object b. Weighing devices: Capacity, Resolution, Classification, Make/Model, Serial Number, No obstruction, Clean and free from foreign substance/object 3. Linear Calibration a. Steel Rule : Capacity, Resolution, Classification, Make/Model, Serial Number, Clean and free from foreign substance/object 4. Temperature Calibration a. Thermometers: Capacity, Resolution, Classification, Make/Model, Serial Number, Clean and free from Foreign substance/object 5. Pressure Calibration a. Spygmomanometer: Capacity, Resolution, Classification, Make/Model, Serial Number, Clean and free from Foreign substance/object		DOST 1 - RML		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits samples for testing, indicate test service/s needed	Calibration Engineer receives and evaluates the condition/s of the sample/s	None	3 minutes	Calibration Engineer

Reviews Technical Service Request Form (TSR)	<ul style="list-style-type: none"> If service/s is/are available, the Calibration Engineer prepares the JOB ORDER using ULIMS If not, the Calibration Engineer refers the sample(s) thru the OneLab Referral Network 	None	3 minutes	Calibration Engineer
	Calibration of Test sample/s	None	It depends on the Calibration sample/s submitted (refer to the attached duration of calibration process)	Calibration Engineer
Pays Corresponding Fees	The Accountant prepares Order of Payment and the Cashier issues Official Receipt (OR)	Note: Refer to the attached Laboratory Schedule of calibration fees to be paid	3 minutes	Accountant/ Cashier
Claims Test Report (once available or as indicated in the TSR Form) or requests DOST1 to send the Test Report thru email.	The authorized calibration engineer checks the TSR and OR prior to the Release of the Test/Calibration Reports or sending the test report thru email upon the request of the client.	None	2 minutes	Calibration Engineer
Accomplishes Customer Satisfaction Feedback (CSF)	Receives accomplished CSF	None	1 minute	Calibration Engineer
	TOTAL	It depends upon the calibration service availed of/sample submitted as stated in the schedule of fees below	Average Turn-around-time (TAT): 5 working days* Customer engagement: 12 minutes plus duration of Calibration service (pls refer to schedule below)	

*Total Processing Time varies to the sample matrix submitted. Reflected is the average processing time from the receipt of sample, testing until released of test reports (TAT).

RML Schedule of fees and Duration of Calibration Process		
<u>VOLUME CALIBRATION</u>		
Calibration Services	Calibration Fee(PhP)	Duration of Calibration
Road Tankers(Vehicle/Trailer Tank)		
5,000L and Below	1,000.00	1 hour/ 10,000L
6,000L – 10,000L	1,500.00	

11,000L - 15,000L	2,000.00		
16,000L – 20,000L	2,500.00		
21,000L – 25000L	3,000.00		
26,000L – 30,000L	3,500.00		
31 ,000L – 35,000L	4,000.00		
36,000L - 40,000L	4,500.00		
41,000 – 45,000L	5,000.00		
46,000L – 50,000L	5,500.00		
Volumetric Equipment			
Test Measure(Volumetric),10L	500.00	10 minutes	
Fuel Dispensing Pump per Nozzle	700.00	20-30 minutes per nozzle	
Proving Tank(100-400L)	1,500.00	30 minutes/ 100L	
Proving Tank(500-2000L)	3,000.00		
Proving Tank(2,500-4,000L)	4,000.00		
MASS CALIBRATION			
Calibration Services	Calibration Fee(Php)	Duration	
Mass Standard			
Test Weights,OIML(M series),Up to 5kg	450.00	Acclimatization: 12 hours	
Test Weights,OIML(M series),10 - 20kg	600.00	Calibration: 45 minutes – 1 hour	
Test Weights,OIML(M series),25 - 50kg	700.00		
Weighing Devices			
Special Accuracy I	1,200.00	Acclimatization: 12 hours Calibration: 30 minutes – 2 hours	
High Accuracy II	1,000.00		
Medium Accuracy III	900.00		
Ordinary Accuracy IIII	Weighing Scale		280.00
	Platform Balance		340.00
LINEAR CALIBRATION			
Calibration Services	Calibration Fee(Php)	Duration	
Steel Rule (metal rule)	300mm and below	500.00	Acclimatization: 12 hours Calibration: 30 minutes – 1 hour
	>300mm-600mm	650.00	
	>600mm-1000mm	900.00	
	>1000mm-1500mm	900.00	
	>1500mm-2000mm	900.00	
TEMPERATURE CALIBRATION			
Calibration Services	Calibration Fee(Php)	Duration	
Clinical Thermometer	-20°C to +80°C	1,700.00	Acclimatization: 12 hours
Digital Thermometer, Additional Probe	-30°C to +250°C	1,800.00	Calibration: 8-12 hours

Glass/ Filled/ Bimetallic Thermometer	0°C to +100°C, 1 st five points	1,700.00	
	Per additional test points	500.00	
<u>PRESSURE CALIBRATION</u>			
Calibration Services		Calibration Fee(PhP)	Duration
Sphygmomanometer		1,000.00	Acclimatization: 12 hours Calibration: 1-2 hours

TECHNOLOGY TRAININGS

Office or Division	Field Operations Division (FOD)/Technical Services Division (TSD)			
Classification	Highly Technical			
Type of transaction	G2G, G2C, G2B			
Who may Avail	All Government Agencies, LGU's, other government instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QMS (PM-TO-TTC 08-10)		DOST 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Letter of Request	Acknowledges Letter	None	2 minutes	Office of the Regional Director/ Office of the Provincial Director
	Undertakes evaluation	None	1 day	Provincial Director/ Regional Director
	Informs customer/Refers to appropriate agencies through official communication if no within capability	None		Office of the Regional Director/ Office of the Provincial Director
Confirms/prepares training requirements (e.g. venue, invitation of participants, etc.)	Implements Training	None	Training Duration Requirement	Process Owners
Evaluates Training	Provides evaluation form/discusses criteria	None	5 minutes	Training Secretariat
	TOTAL	None	1 day and 7 minutes (Plus Training Proper Requirement)	

TECHNICAL ASSISTANCE AND CONSULTANCY SERVICES

Office or Division	Field Operations Division (FOD) / Technical Services Division (TSD)			
Classification	Highly Technical			
Type of transaction	G2G, G2C, G2B			
Who may Avail	All Government Agencies, LGU's, other government instrumentalities Customer/firm particularly those intending to improve existing operations or those intending to establish new technology-based enterprise			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter and/or Endorsement from DOST-I PSTCs		DOST-I PSTCs DOST-Regional Office or any of its Four (4) Provincial S&T Centers (PSTCs), Pangasinan Satellite Office and PSTC- IS-Candon Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Letter of Request	Acknowledges Letter of Request	None	2 minutes	Office of the Regional Director/ Office of the Provincial Director
	Undertakes evaluation	None	1 day	Provincial Director/ Regional Director
Receives action to request	Informs Customer/Refers to appropriate agencies through official communication if not within capability	None		Office of the Regional Director/ Office of the Provincial Director
Interacts with TACS Unit	Extends TECHNICAL ASSISTANCE & CONSULTANCY SERVICES	None	1 hour	TACS Center Manager
Accomplishes Customer Satisfaction Feedback (CSF)	Receives accomplished CSF	None	5 Minutes	TACS unit member
	TOTAL	None	1 day and 1 hour 7 minutes	

**SMALL ENTERPRISE TECHNOLOGY
UPGRADING PROGRAM (SETUP) ASSISTANCE**

Office or Division	Field Operations Division (FOD), DOST Region 1 Regional Program Management Office (RPMO) Provincial S&T Offices (PSTOs)			
Classification	Highly Technical			
Type of Transaction	G2B			
Who may Avail	Micro, Small and Medium Enterprises (MSMEs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Request Letter to avail SETUP assistance	<ul style="list-style-type: none"> Acknowledges Request Letter 	None	1 day	Office of the Regional Director/Office of the Provincial Director
Fills up Application for Technology Needs Assessment Form 01	<ul style="list-style-type: none"> Conducts on-site visit and initial technology needs assessment (TNA) 			PSTO staff
Allows access to existing production area and observation during actual operation	<ul style="list-style-type: none"> Regional team undertakes validation of TNA Prepares appraisal report after the validation Informs client if qualified or not qualified for assistance 	None	1 day	Regional TNA Validation Team
				RPMO
Provides necessary information and submits documentary requirements as follows: 1. Letter of Intent to avail SETUP 2. Copy of business permits, licenses and certificates issued by LGUs and other government offices 3. Financial statements at least for the past 3 years with notarized certification from the firm (Sworn Statement)	<ul style="list-style-type: none"> If qualified, assists client to prepare project proposal with package of S&T interventions 	None	5 days	PSTO Staff

<p>4. Projected financial statements for the next 5 years</p> <p>5. Three (3) quotation from suppliers of the equipment to be purchased with complete technical specification and design/drawing</p> <p>6. Comprehensive proposal</p> <p>Submits project proposal</p>	<ul style="list-style-type: none"> • Receives proposals and checks for completeness of attachments • Forwards project proposal to the RTEC for review and evaluation • Reviews and evaluates project proposal • Recommends for approval 			<p>RPMO</p> <p>Review and Technical Evaluation Committee (RTEC)</p>
<p>Submits additional information as required by RTEC</p>	<ul style="list-style-type: none"> • Routes justifications/clarifications to the RTEC for review and approval • Approves justifications/clarifications and recommends to the Regional Director for approval • Approves the project proposal 	None	5 days	<p>RPMO</p> <p>RTEC</p> <p>Regional Director</p>
<p>Signs the Memorandum of Agreement (MOA)</p>	<ul style="list-style-type: none"> • Prepares Memorandum of Agreement (MOA) • Signs MOA • Facilitates notarization of the MOA • Facilitates processing of the assistance through the disbursement voucher and obligation 	None	8 days	<p>RPMO/PSTO Staff</p> <p>Customer/Co-Maker/Provincial Director DOST Regional Director DOST Asst. Regional Director for Field Operations DOST Accountant</p> <p>RPMO</p> <p>RPMO/Finance and Administrative Services (FAS)</p>

Accomplishes the Acknowledgment Receipt of Assistance	request with attached notarized copy of the MOA <ul style="list-style-type: none"> Awards the assistance 			Regional Director
TOTAL		None	20 days	

PROVISION OF ASSISTANCE TO COMMUNITY-BASED INSTITUTIONS

Office or Division	Field Operations Division/Regional Program Management Office (RPMO)/Provincial S&T Centers (PSTCs) DOST Region 1			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may Avail	Community-based institutions registered with the LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Assistance, Project proposal with attachments		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for assistance addressed to the Provincial S&T Directors (PSTD) with Resolution authorizing the President/Chairperson to transact business with DOST	<ul style="list-style-type: none"> Acknowledges Request Letter and acts upon request 	None	3 days	Provincial Director/PSTC Staff
	<ul style="list-style-type: none"> Conduct dialogue or send experts/ staff to conduct Technology Needs Assessment (TNA) 		1 day	PSTD
	<ul style="list-style-type: none"> Schedules TNA validation 		3 days	PSTD/RPMO
	<ul style="list-style-type: none"> Prepares appraisal report after the validation 			RPMO
	<ul style="list-style-type: none"> If approved, informs the client and assists in them in the preparation of the requirements for submission 			PSTC Staff
	<ul style="list-style-type: none"> If disapproved, informs the client through a letter 			

<p>Submits packaged project proposal complete with attachments as follows:</p> <ul style="list-style-type: none"> • Comprehensive Project Proposal • Certificate of Registration from Cooperative Development Authority (CDA) for cooperatives • Certificate of Compliance from CDA for cooperatives; • Certificate of Registration from SEC for NGOs • Certificate of Registration form DOLE for associations • Copy of business permits, licenses and certificates issued by LGUs and other government offices • Customer Profile • Audited Financial Statement from the previous year of operations; • Three (3) quotations for each equipment from suppliers/fabricators of the equipment to be purchased/fabricated with complete technical specification and design/drawing 	<ul style="list-style-type: none"> • Forwards packaged project proposal to the Regional Office • Receives project proposal and checks for completeness of attachments • Approves project proposal 	None	5 days	<p>PSTC Staff</p> <p>RPMO</p> <p>Regional Director</p>

Signs the Memorandum of Agreement	<ul style="list-style-type: none"> Prepares the Memorandum of Agreement (MOA) Signs the MOA 	None	8 days	RPMO/PSTC Staff Customer/Co-Maker/Provincial Director/ DOST Regional Director/ DOST Asst. Regional Director for Field Operations/ DOST Accountant RPMO RPMO/Finance and Administrative Services (FAS)
Accomplishes the Acknowledgment Receipt of Assistance	<ul style="list-style-type: none"> Facilitates notarization of the MOA Facilitates processing of the assistance through the disbursement voucher and obligation request with attached notarized copy of the MOA Awards the assistance 			Regional Director
TOTAL		None	20 days	

INTERNAL SERVICES

1. Processing and Recording of Obligation

To ensure on time processing and accurate recording of obligations within 10 working days upon receipt of supporting documents and subject to availability of funds.

Receipt of supporting documents and subject to availability of funds.				
Office or Division:	Administrative Division	Budget Section		
Classification:		Highly Technical		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		Officers, employees and suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher with complete attachments		claimants		
2. Budget Utilization Request		DOST I Budget Section or Government Accounting Manual Vol. II Forms		
CLIENT STEPS	AGENCY ANCTIONS	Fees To Paid	Processi ng Time	Person in-charge
1. Submits financial claims and or payment to supplies	Receives and checks the ORS/BURS as to correctness and accuracy of expenses in conformance with budgetary requirements for processing	none	3 minutes	AOV (Budget Officer)
	Verify completeness and correctness of attached supporting documents	none	5 minutes	AOV (Budget Officer)
	Verify availability of allotment	none	3 minutes	AOV (Budget Officer)
	Process obligation request (ObR)	none	3 minutes	AOV (Budget Officer)
	Record to Registry of Allotment and Obligation (RAO)	none	3 minutes	AOV (Budget Officer)
	Forward to accounting unit for processing	none	5 minutes	AOV (Budget Officer)
	TOTAL	NONE	20 mins	

2. Voucher Processing, Review and Approval

Office or Division:	Administrative Division- Accounting Section		
Classification:	Highly Technical		
Type of Transaction:	G2C, G2B, G2G		
Who may avail:	Officers, employees and suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Disbursement Voucher (DV) with complete attachments		Claimants need to attach 2 copies of duly signed DV	
2. Budget Utilization Request (BUR) Duly Signed		DOST I Budget Section or Government Accounting Manual Vol. II Forms	
3. Supporting Documents		Government Accounting Manual (GAM Accounting Manual Vol. II Forms	

<p>Travel Claims</p> <ul style="list-style-type: none"> - Certificate of Travel Completed - Itinerary of Travel - Travel Order - Certificate of Appearance - Accomplishment Report - Bus Tickets (if any) - Trip Ticket (if there is a toll fee) - Reimbursement Expense Receipt (RER)/Certificate of No Receipts (if applicable) <p>Supplies</p> <ul style="list-style-type: none"> - Purchase Request - Purchase Order/Job Order - Sales Invoice/Statement of Account - Abstract of Bids - Requests for Quotation - Certification or Justification (if no canvass made) - Inspection and Acceptance Report - Tax Certificate <p>Utilities Expenses</p> <ul style="list-style-type: none"> • Statement of Account • Certification (Official calls) • Tax Certificate <p>Gasoline Bill</p> <ul style="list-style-type: none"> • Statement of Account • Purchase Request • Trip Ticket • Tax Certificate <p>REIMBURSEMENTS: Meals</p> <ul style="list-style-type: none"> • Statement of Account • Official Receipts • Guest List/ Attendance Sheets • Agenda/ Purpose/ Communication <p>Miscellaneous Expense</p> <ul style="list-style-type: none"> • Summary of expense • Purchase Request (if supplies) • OR's (Inspected) • Purpose <p>Petty Cash / Cash Advance</p> <ul style="list-style-type: none"> • Summary of Expenses • PR • Certification to hold Cash Advance • Certification of No Existing Cash Advance <p>Upon Liquidation:</p> <ul style="list-style-type: none"> • Liquidation report 	<p>COA Circular No. 2012-001/ 2017-00</p>
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- Summary of Expense
- Purchase Request
- OR's (Inspected)

CLIENT STEP	AGENCY ACTIONS	Fees to be Paid	Processing Time	Person Responsible
1. Submits financial claims and or payment to suppliers	<p>1.1. Receives disbursement vouchers DV (ORS/ BURS if applicable) and supporting documented information. None</p> <p>1.2. Reviews completeness of supporting documented information.</p> <p>1.3. Certify correctness of vouchers and supporting documented information. Checks availability of Cash.</p> <p>1.4. Assigns DV number in the control logbook.</p> <p>1.5. Signs in BOX C of DV. Accountant III</p> <p>1.6. Record in the receiving/releasing logbook the date of release and forward to Head of Agency</p>	None	10 working days	<p>Accounting Clerk</p> <p>Accounting Clerk</p> <p>Accountant III</p> <p>Accounting Clerk</p> <p>Accountant III</p> <p>Accounting Clerk</p>
END OF TRANSACTION				

3.Payment of Obligation Thru LDDAP-ADA and Check

Office or Division:	Administrative Division - Cash Section
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All officers and employees, suppliers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Receive approved vouchers from ORD</p> <p>Forwarded prepared checks/LDDAP/ ACIC for signature of Regional Director DOST I Cashier's Office</p>	claimants

Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
Requests for LDDAP/ACIC	Receives DVs, sorts them according to the type/nature of payment (i.e. thru Check or LDDAP-ADA)	None	5 sec./DV	Cashier
Preparation of payment thru LDDAP-ADA:	Preparation of LDDAP, ACIC, FINDES Payroll Register, CD writing, reproduction, signing of signatories and sorting		30 mins.	Cashier Signatories
thru Check:	Preparation of ACIC, cheques, reproduction, CD writing, signing of signatories and sorting Submits LDDAP-ADA, ACIC, FINDES Payroll Register and CD to LBP before closing time of 3pm		30 mins. 15 mins. Note:	Cashier Signatories Cashier Liaison Officer
			Note:	

			All DVs Received in the morning are all included in the LDDAP- ADA/ACIC for submission in the afternoon before LBP closing time	
Follow-up payment	Once the ACIC is received by LBP, the check can be released to clients together with the signed BIR Tax Certificate.			Cashier Supply Officer Employee Concerned
thru: LDDAP-ADA:	Once the LDDAP- ADA is received by LBP, the DV's are			Cashier Supply Officer
	returned to payees for their signature confirming receipt of their claims Duly signed paid DVs are returned to the Cashier for submission to COA		submission in the afternoon before LBP closing time	Employee Concerned Supply Officer Employee concerned
End of Transaction				

4. Procurement of Civil Works/Supplies using Alternative Mode

Office or Division:		Administrative Division - Supply Section
Classification:		simple
Type of Transaction:		G2C, G2G
Who may avail:		Officers, employees and suppliers
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Disbursement Voucher with complete attachments		
2. Budget Utilization Request		

Client Steps	Agency Action	Fees Paid	Processing Time	Person Responsible
Prepares Purchase Request (PR)	Consolidates PR (Goods) Prepare plans (Civil Works)	None	30 min./project	Supply Officer BAC Chairman End-User
Pre-procurement Conference ** Approved PPMP & APP ** Certificate of Fund Availability	Conducts Pre-procurement Conference ** Minutes of meeting ** Identifies schedule of a activities	None	Half day	BAC Chairman Supply Officer Budget Officer End User
Preparation of documents	50K < ABC < 1M – Post to PhilGEPS, RFQ ABC < 50K – No posting to PhilGEPS, RFQ	None	3 days/project 10min./project	Supply Officer
Submission of Quotation	Evaluates proposals/Request for Quotation of goods/civil works Signs Abstract of Canvass/BAC Resolution Issues Notice of Award ** Alternative Mode < 50k ABC	None	20min/project 5 min./project 1 day	BAC Chairman assisted by Supply Officer BAC Supply Officer Regional Director
WO/PO/Contract Signing	Prepares Purchase Order and Contract for goods Prepares Work Order and Contract for civil works Signs Contract/Purchase Order/Work Order	None	1 hr 30 min./project	Supply Officer Regional Director Accountant BAC Contractor/Supplier

Delivery and Inspection of Goods/Civil Works	Prepares Inspection and Acceptance Report (IAR)	None	5 min	Supply Officer
	Acceptance /Inspection of Goods/Work completed Signs IAR		30 min.	Property Custodian Property Inspector Infra Head/BAC Chairman End User
Release of goods to the end-user	Receives items by the end-user. Issues Requisition and Issue Slip (RIS), Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR)	None	1hr.	Supply Officer Unit Head/PSTD's End User
Procurement Monitoring Report (PMR)	Prepares PMR		10 min./project	Supply Officer

5. Procurement of Supplies/Materials that are available at PS-DBM

Office or Division:		Supply Section		
Classification:		simple		
Type of Transaction:		G2C, G2G		
Who may avail:		Officers, employees and suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved APP		Client/Supply Office		
Client Steps	Agency Action	Fees Paid	Duration of Activity	Person in-charge
Submit PPMP to the Office of Regional Director	Approves PPMP		5min.	Regional Director
	Consolidated PPMP to APP		1week	Supply Officer
Prepares Agency Procurement Request (APR)	Signs APR		5 min.	Regional Director Supply Officer Accountant
	Transmits APR Receives Certificate of Stock Availability		1 hr.	Supply Officer
	Prepares Voucher and Payment		15 min.	Supply Officer
	Picks up goods		1 day	Supply Officer
	Acceptance / Inspect goods		1 day	Supply Officer/ Inspection Officer

Received Supplies/Materials delivered	Release goods to end-user Issues Request and Issue Slip (RIS)		15 min.	Supply Officer End User
	Prepares Procurement Monitoring Report (PMR)		5 min.	Supply Officer
TOTAL		NONE	16 DAYS	

6. Application for Employment

Office or Division:	Administrative Division - HRMO
Classification:	simple
Type of Transaction:	G2C
Who may avail:	Officers and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Leave Form	Region Hole/Sent Soft Copy of Leave Forms
2. Fully accomplished Application for Leave Form	Human Resource Management Officer (HRMO)

Client	Agency Action	Fees To Be Paid	Duration of Activity	Person in-charge
Search for Vacant Position in the DOST RO1 Website/Civil Service Commission (CSC) Bulletin of Vacant Positions/ DOST FB Web Page	Publishes/Posts vacant positions in the CSC Bulletin of Vacant Positions, DOST RO1 Website and DOST RO1 FB webpage.	none	30 days	Human Resource Management Office (HRMO)
Submit application for vacant position	Receives, records and conducts initial evaluation		10 min/applicant	HRMO
Follow up status of application to the HRMO	Informs applicants re: status of application thru email, SMS and/or email		5 min/client/applicant	HRMO
	Evaluates documents based on criteria (CSC QS and DOST RO1 Policy on Recruitment)		10 days	DOST-RO1 Human Resource Management Promotion and Selection Board (DOST-RO1 HRMPSB)
	Informs Applicants schedule of Assessment (Interview/Written/Practical Exam) thru email or SMS.		10 days	DOST-RO1 HRMPSB
Attend to interview and written examination	Prepares Comparative Assessment of all qualified applicants (Interview/written/practical and behavioral Exam)		10 days	DOST-RO1 HRMPSB
	Final Deliberation		10 days	DOST-RO1 HRMPSB

	Transmits Assessment to the Regional Director		1 day	DOST-RO1 HRMPSB
	Regional Director Approves Assessment		10 days	Regional Director
	Submission of appointment to CSC for approval/confirmation		1 day	
Follow up the status of application/Wait for the notice of the result of application	Informs applicants on the status of their application		Within 15 days from approval	HRMO
	TOTAL		97 days	

7. Application for Leave

Office or Division:		Administrative Division - HRMO		
Classification:		simple		
Type of Transaction:		G2C		
Who may avail:		Officers and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Application for Leave Form		Region Hole/Sent Soft Copy of Leave Forms		
4. Fully accomplished Application for Leave Form		Human Resource Management Officer (HRMO)		
Client Steps	Agency Action	Fees Paid	Processing Time	Person Responsible
1. The employee wishing to file a leave of absence accomplishes one (1) copy of an Application for Leave Form for signature of the Department Head or his/her immediate supervisor.	1.1. Receive, Check the Application for Leave Form		2 minutes	HRMO Designate
2. After the computation of leave credits is accomplished, the AFL is forwarded to ARD-FAS who approves the computation on the AFL.	2.1. The ARDFAS signs the Application for Leave Form		2 minutes	HRMO Designate
3. The Application for Leave is forwarded to the Office of the Regional Director for final approval.	3.1. The Regional Director signs the Application for Leave		2 minutes	ORD staff

8. Application for Learning and Development

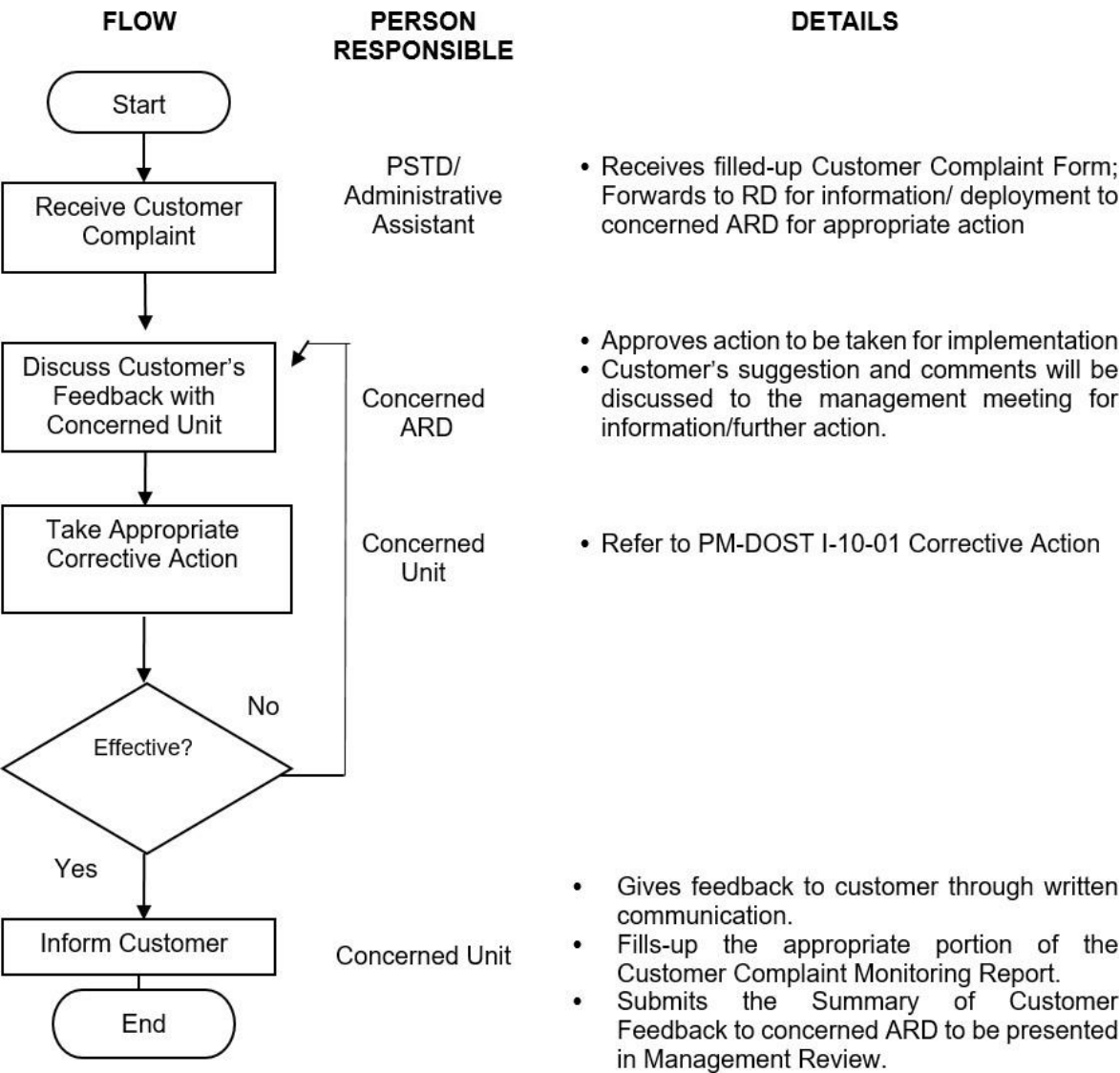
Office or Division:		Administrative Division - HRMO		
Classification:		simple		
Type of Transaction:		G2C		
Who may avail:		Officers and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Competency Assessment Form		Records/Client		
Memo/Special order		ORD		
Client Steps	Agency Action	Fees Paid	Processing Time	Person Responsible
1. . Accomplish Competency Assessment Form with the signature of the immediate supervisor	Receive, Check the level of gap of training needs to be addressed. Then submit to HRMO.	none	2 minutes	Supervisor
	Receives Invitation to Attend Trainings		1 minutes	HRMO Designate
.	HRMO will look into the Personnel Development Plan (PDP) of the agency to see who is the qualified employee for the said training. If not identified in the PDP, the Personnel Development Committee (PDC) shall identify who will attend the training.		10 minutes or 2 hours	HRMO PMT
	Provides the Regional Director the List of qualified employees who will attend the training.		10 minutes	HRMO/PMT
Receives Memorandum and signifies if interested to attend or not.	Issues Memorandum to the selected candidate/s to attend the training or L&D courses.		10 minutes	ORD
	TOTAL	0	33 minutes/2 hrs and 23 minutes	

Feedback and Complaints Mechanism

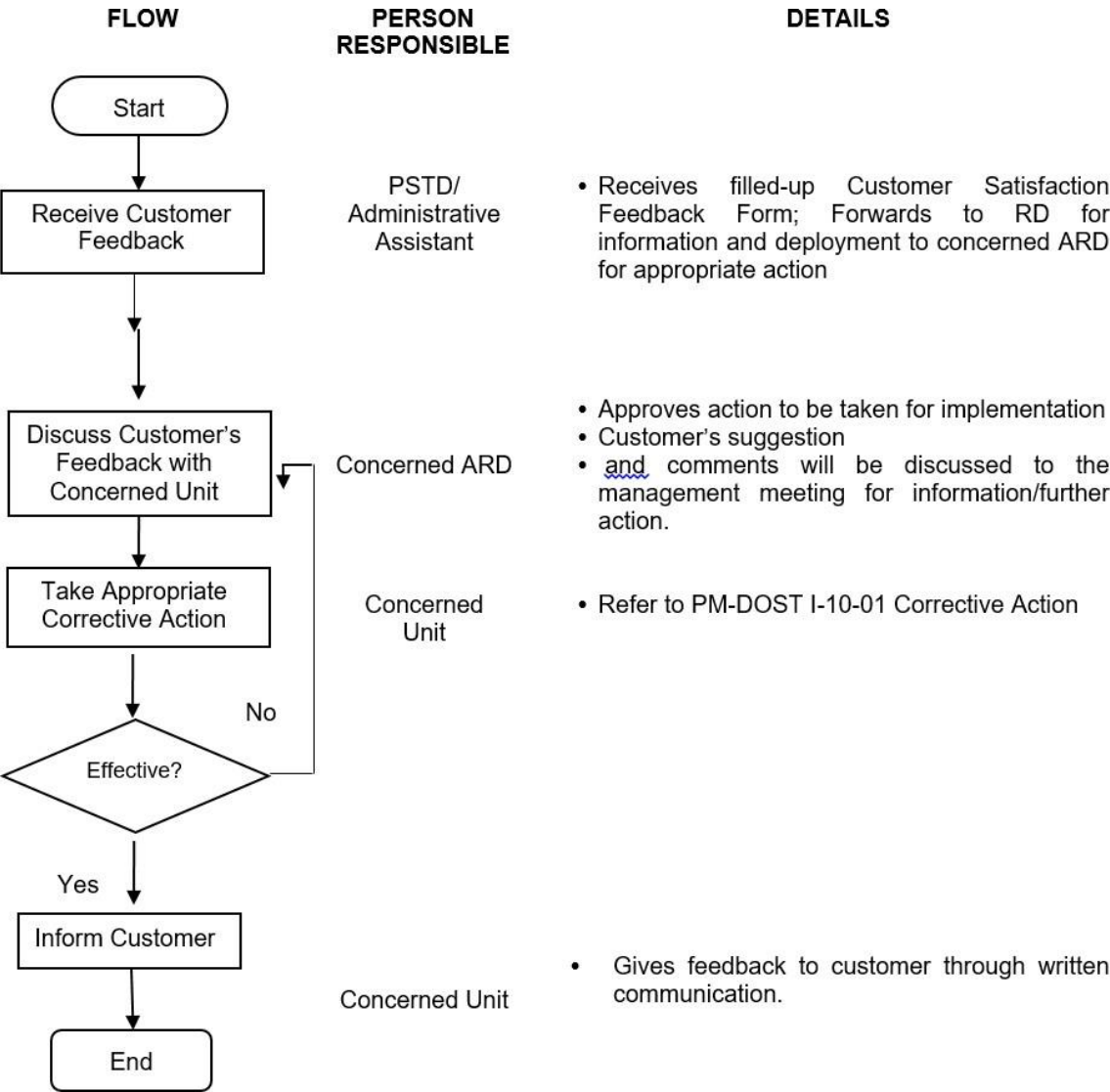
To improve the delivery of our services, we value your comments, suggestions, complaints and needs. Please call our attention by:

- Accomplishing the feedback form (see attached annex A) or complaint form (see attached annex B) and drop it to the suggestions box located at the lobby of the Regional Office.
- Send your feedback through our:
 - Website: <http://region1.dost.gov.ph>
 - Email: mail@region1.dost.gov.ph
 - Social Media: www.facebook.com/dostro1
 - Landline: (072) 888-3339
 - Mobile Nos.: 0998-962-0232 (SMART)
0917-840-8695 (GLOBE)

Handling Customer Complaints



Handling Customer Feedback



List of Offices

Office	Address	Contact Information
DEPARTMENT OF SCIENCE AND TECHNOLOGY REGIONAL OFFICE NO. 1	DMMMSU – MLU Campus, City of San Fernando, La Union	Telefax No.: (072) 888-3399 Cellphone Nos.: 0917 840-8695 (Globe) 0998 962-0232 (Smart) Email Address: mail@region1.dost.gov.ph
ILOCOS NORTE SCIENCE AND TECHNOLOGY CENTER	Government Center, Batac City, 2906 Ilocos Norte	Telefax No.: (077) 670-1815 Cellphone Nos.: 0917-840-8375 (Globe) 0998-962-0231 (Smart) Email Address: ilocosnorte@region1.dost.gov.ph
ILOCOS SUR SCIENCE AND TECHNOLOGY CENTER	Tamag, Vigan City, 2906 Ilocos Sur	Telefax No.: (077) 604-5337 Cellphone Nos.: 0917-840-8203 (Globe) 0998-962-0230 (Smart) Email Address: ilocossur@region1.dost.gov.ph
LA UNION SCIENCE AND TECHNOLOGY CENTER	Government Center, Sevilla, City of San Fernando, 2500 La Union	Telefax No.: (072) 242-0663 Cellphone Nos.: 0917-840-8256 (Globe) 0998-962-0229 (Smart) Email Address: launion@region1.dost.gov.ph
PANGASINAN SCIENCE AND TECHNOLOGY CENTER	Alvear East St, Lingayen 2401 Pangasinan	Telefax No.: (075) 529-1764 Cellphone Nos.: 0917-840-8258 (Globe) 0998-962-0228 (Smart) Email Address: pangasinan1@region1.dost.gov.ph
PANGASINAN SCIENCE AND TECHNOLOGY CENTER SATELLITE OFFICE	Pangasinan State University Campus, Urdaneta City, Pangasinan	Telefax No.: (075) 632-4530 Cellphone Nos.: 0917-840-8234 (Globe) 0998-962-227 (Smart) Email Address: pangasinan2@region1.dost.gov.ph

Approved by :

ARMANDO Q. GANAL, PhD, CESO III
Regional Director

Department of Science and Technology Regional Office No. I

Customer Satisfaction Feedback Form

Please help us serve you better by taking a minute to fill up this form. Thank you for your cooperation.

1. **Service/s availed from DOST** _____

2. **Delivery of Service:** Please indicate your response to the services provided using the following rating scale:

5-Excellent 4-Very satisfactory 3-Satisfactory 2-Fair 1-Poor

Please provide explanations for ratings below 4:

____ Timeliness of delivery (service completed within the agreed time of delivery)

____ Applicability of the service rendered (degree of importance to the customer)

____ Attitude of Staff (approachability, courtesy of staff toward customer)

____ Quality of Service (may refer to assistance provided, credibility of staff, acceptability of discussion points, etc.)

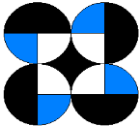
____ Overall perception of the service(s) rendered

3. **Your comments/suggestions to improve our services:** _____

Name/Signature: (Optional) _____

Date: _____

Annex “B”

	<h2 style="text-align: center;">CUSTOMER COMPLAINT FORM</h2> <h3 style="text-align: center;">DOST REGIONAL OFFICE NO. I</h3>	
<p>NAME OF CUSTOMER:</p>		
<p>COMPANY / ADDRESS:</p>	<p>CONTACT NO.(S):</p>	
<p>ISSUES/CONCERNS:</p>		

By : _____

Signature Over Printed Name

Date

CUSTOMER COMPLAINT MONITORING REPORT			
Action Taken	Date	Name	Remarks
Complaint acknowledged from complainant			
Complaint assessment			
Investigation of Complaint			
Resolution of Complaint			
Information to Complainant			
Corrective actions			
Corrective actions verified			
Complaint closed			

Noted by:

ARD for _____