



**DEPARTMENT OF SCIENCE AND
TECHNOLOGY-CARAGA**

CITIZEN'S CHARTER

2021 (1st Edition)



I. Mandate:

The Regional Offices of DOST are mandated by law to:

- 1. Identify S&T needs and opportunities in the region;**
- 2. Formulate a Regional S&T Plan;**
- 3. Plan and implement programs and projects on R&D and the delivery of S&T services;**
- 4. Monitor and coordinate programs and projects of DOST Councils, Institutes and Support Agencies in the region;**
- 5. Develop institutional linkages; and**
- 6. Provide grants-in-aid.**

II. Vision:

Excellent prime mover of regional and countryside development with equity.

III. Mission:

Spearhead scientific, technological and innovation efforts and ensure that these result to maximum economic and social benefits for the people in the region.

IV. Service Pledge:

We are committed to provide products and services to both the government and private sectors in Caraga Region, with the highest standard of quality and reliability, within our capabilities and resources according to customer and all applicable regulatory and statutory requirements and to continually improve the effectiveness of our QMS at all times in order to meet customer satisfaction.



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**FIELD OPERATIONS DIVISION /
PROVINCIAL S&T CENTERS**

EXTERNAL SERVICES



1. Innovation System Support (SETUP Core Funded)

A DOST program encouraging and assisting micro, small and medium enterprises (MSMEs) to adopt technological innovations to improve their products, services, operations and increase their productivity and competitiveness.

Office or Division:	Field Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Micro, Small and Medium Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		To be prepared by customer		
Application for TNA		PSTC		
Project Proposal		Proposal Format Form can be secured from PSTC		
Audited Financial Statements		To be prepared by customer's Accountant		
Sworn Statement that all info on the FS are true and correct		To be prepared by the potential proponent		
Business Name Registration		Customer's file		
Business Permit		Customer's file		
BIR Registration		Customer's file		
Price Quotations from three Suppliers of requested equipment		Identified Suppliers of requested equipment		
Conformed Specs of the Equipment		To be prepared by DOST SETUP Staff		
Notarized Memo of Agreement		To be prepared by DOST SETUP Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and Submit Letter of Intent to DOST PSTC.		None		Customer
	1.1 Receive Letter of Intent	None	5 minutes	<i>Concerned PSTC Staff</i>
2. Accomplish application for TNA and Enterprise Profile Form and submit to PSTC.	2.1 Conduct Technology Needs Assessment (TNA)	None	1 day	<i>PSTD Concerned Meriam B. Bouquia, PSTD- Agusan Norte Engr. Andrea Cabonita, PSTD – Agusan Sur Mariel P. Makinano PSTD – Surigao Norte Caressa Leanne V. Lim PSTD – Surigao Sur Roberto J. Olaguer PSTD – Dinagat Island</i>



	2.2 Request for TNA validation from Regional TNA Team.	None	30 minutes	<i>Concerned PSTD</i>
	2.3 Conduct TNA validation and prepare TNA Report	None	3 days	<i>Danilo D. Facundo, TNA Team Leader</i>
3. Prepare and submit proposal to PSTC with other documents enumerated above.	3.1 Receive and check documents submitted by customer.	None	20 minutes	<i>Customer Concerned PSTC Staff</i>
	3.2 Review completeness of the proposal and supporting documents and endorse to the Regional SET-UP Coordinator.	None	3 days	<i>PSTD Concerned</i>
	3.3 Check completeness of documents and reviews proposal. Endorse documents to 3 rd Party RTEC for evaluation	None	2 days	<i>Ricardo N. Varela FOD Chief</i>
4. Present project proposal to RTEC (Virtual Presentation via zoom or google meet)	4.1 Evaluate proposal. Prepare and submit recommendation to the Regional Director.	None	14 days	<i>Customer 3rd Party Regl Techl Evaluation Committee Ricardo N. Varela FOD Chief</i>
	4.2 Endorse to Regional Director for approval, project proposal costing Ph 3M and below that passed RTEC evaluation. Inform proponent of disapproved proposal.	None	1 day	<i>Ricardo N. Varela FOD Chief</i> <i>Engr. Noel M. Ajoc OIC-ORD</i>
	4.3 Endorse to SETUP NPMO for approval, project proposal costing more than Ph 3M that passed RTEC evaluation.	None	3 days	<i>Engr. Noel M. Ajoc OIC-ORD</i> <i>Ricardo N. Varela FOD Chief</i>
	4.4 Prepare Memo of Agreement for approved proposal and deliver to signatories.	None	2 days	<i>PSTD Concerned SET-UP Coordinator</i>



5. Sign Memorandum of Agreement	5.1 Sign MOA and deliver the same to lawyer for notarization.	None	1 day	<i>Customer Engr. Noel M. Ajoc OIC-ORD FOD Chief Concerned PSTD Budget Officer</i>
	5.2 Prepare voucher with complete supporting documents	None	2 hours	Jennifer T. Villaplaza Reg'l, SET-UP Staff
	5.3 Process Voucher Approve Voucher Issue check	None	2 days	<i>Marites M. Apolinaria Mayette M. Carlon Liezal C. Laure Engr. Noel M. Ajoc OIC-ORD</i>
	5.4 Coordinate with proponents on schedule of release of check & requirements for release.	None	4 hours	<i>PSTD Concerned Jennifer T. Villaplaza Reg'l. SET-UP Staff</i>
	5.5 Brief proponent on the conditions for release and bank account tagging.	None	4 hours	<i>Jennifer T. Villaplaza Reg'l. SET-UP Staff</i>
	5.6 Fund Release.	None	3 hours	<i>Liezal C. Laure Cashier SET-UP Coordinator</i>
6. Issue Post-dated Checks	6.1 Receive post-dated checks.	None	10 minutes	<i>Customer Liezal C. Laure Cashier</i>
7. Implement the Project		None		<i>Customer</i>
** END OF TRANSACTION**				



2. Technology Training Assistance

Provision of technology trainings to customers particularly those intending to improve existing operations or those intending to establish technology-based enterprises.

Office or Division:	Field Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	SMEs / Private Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent			To be prepared by potential proponent	
Accomplished Customer Profile Form			PSTC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSTC or Regional Office and fill-out Customer Profile Form	1.1 Receive Letter of Intent Customer Profile Form	None	5 minutes	Customer <i>Concerned PSTC Staff</i>
	1.2 Conduct initial evaluation of request.	None	1 hour	<i>PSTD Concerned Meriam B. Bouquia, PSTD- Agusan Norte Engr. Andrea Cabonita, PSTD – Agusan Sur Mariel P. Makinano PSTD – Surigao Norte Caressa Leanne V. Lim PSTD – Surigao Sur Roberto J. Olaguer PSTD – Dinagat Island</i>
	1.3 If satisfactory, request is approved at the PSTC level. For regional level, request is endorsed by Head of Field Operation to RD for approval. If satisfactory, request for training is approved. For disapproved request, customer is notified.	None	1 hour	<i>PSTC Concerned Ricardo N. Varela Head, Field Operations</i>



	1.4 Coordinate with DOST's Research and Dev't. Institutes and Councils for available experts or resource persons.	None	7 days	<i>Ricardo N. Varela</i> Head, Field Operations
	1.5 If not available, contact Experts from external sources.	None	3 days	<i>Danilo D. Facundo</i> Training/Consultancy Coordinator
	1.6 Set schedule and venue of training	None	1 hour	<i>PSTC Concerned</i> <i>Danilo D. Facundo</i> Training/Consultancy Coordinator
	1.7 Prepare Activity Proposal	None	4 hours	<i>PSTC Concerned</i>
	1.8 Invite identified participants to the training.	None	2 days	<i>PSTC Concerned</i>
2. Participate in the training.	2.1 Conduct the Training	None	Training duration depends on the type of training to be conducted	Customer <i>PSTD Concerned</i> <i>Danilo D. Facundo</i> Training /Consultancy Coordinator
	2.2 Evaluate the Training	None	30 minutes	Customer <i>Danilo D. Facundo</i> Training/Consultancy Coordinator
	2.3 Prepare post-training report.		2 hours	<i>Concerned PSTD</i>
** END OF TRANSACTION**				



3. Technical Consultancy Services

A program providing consultancy services to micro, small and medium enterprises (MSMEs) and industries. The consultancy services include:

- Manufacturing Productivity Extension Program (MPEX)
- Consultancy for Agricultural Productivity Enhancement (CAPE)
- Cleaner Production Technology (CPT)
- Energy Audit (EA)

Office of Division	Field Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2B , G2C			
Who may avail:	SMEs/ Private Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			To be prepared by the client	
Technology Needs Assessment				
Criteria Form for Assistance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Identify firms to be provided with consultancy Services	None	1 day	<i>PSTD Concerned</i>
	1.2 Conduct Technology Needs Assessment to all identified firms.	None	3 days	<i>PSTD Concerned</i>
1. Sign Criteria Form for Assistance	1.3 Accomplish Criteria Form for Assistance	None	1 day	<i>PSTD Concerned Customer</i>
	1.4 Submit list of firms to Regional Office for consolidation.	None	1 hour	<i>PSTD Concerned Ricardo N. Varela FOD Chief</i>
	1.5 Prepare Proposal for Consultancy Services for all identified firms. Submit to Regional Director for Approval	None	1 day	<i>Danilo D. Facundo Training /Consultancy Coordinator Ricardo N. Varela FOD Chief</i>
	1.6 Procurement of Consulting Services.	None	Bidding – 45 days SVP - 7 days	<i>Danilo D. Facundo Training /Consultancy Coordinator Ricardo N. Varela FOD Chief BAC BAC Secretariat BAC TWG Ricky C. Pocon</i>



				Supply Officer
2. Execute Consultant's recommendation	2.1 Conduct of Consultancy Services to identified firms	None		Consultant <i>Danilo D. Facundo</i> Training /Consultancy Coordinator/PSTCs
** END OF TRANSACTION **				



TECHNICAL SUPPORT SERVICES

EXTERNAL SERVICES



1. Innovation System Support (Local GIA)

Transfer of technologies to customers who are inclined to upgrade their operation through technology-based innovations and provision of assistance to service-oriented entities and R&D related projects.

Office or Division:	Technical Support Services			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2G			
Who may avail:	NGO, Community Organizations, LGU, SUC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent			To be prepared by potential proponent	
Application Form			PSTC /Regional Office	
Proposal – 3 copies			Proposal Format Form can be secured from PSTC	
Notarized Memo of Agreement			To be prepared by DOST Staff	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and Submit Letter of Intent to DOST	1.1 Receive Letter of Intent	None	5 minutes	Customer
	1.2 Conduct initial evaluation of proposed project.	None	1 day	<i>PSTD Concerned Meriam B. Bouquia, PSTD- Agusan Norte Engr. Andrea Cabonita, PSTD – Agusan Sur Mariel P. Makinano PSTD – Surigao Norte Caressa Leanne V. Lim PSTD – Surigao Sur Roberto J. Olaguer PSTD – Dinagat Island</i>
	1.3 If qualified, request customer to prepare project proposal & other requirements enumerated above.	None	2 days	<i>PSTD Concerned</i>
2. Identify intervention / project	2.1 Identify priority projects in the area.	None	1 day	<i>PSTD Concerned</i>
	2.2 Preliminary discussion between LGUs and/or other stakeholders with DOST Caraga personnel	None	1 day	<i>PSTD Concerned</i>
	2.3 Conduct Participatory Rural Appraisal with stakeholders.	None	2 days	<i>PSTD Concerned Razel C. Gamba GIA Coordinator</i>



3. Prepare Project Proposal	2.1 Assist in the preparation of Proposal	None	10 days	<i>Customer PSTD Concerned</i>
4. Submit Project Proposal and all other requirements	4.1 Receive Proposal and supporting document	None	1 day	<i>Customer PSTD Concerned</i>
	4.2 Endorse Project Proposal to the Regional INTERC for evaluation.	None	1 day	<i>PSTD Concerned</i>
	4.3 Evaluate Proposal	None	3 days	<i>Ricardo N. Varela Head, INTERC</i>
	4.4 Prepare Consolidated Technical Evaluation Report	None	1 day	<i>Ricardo N. Varela Head, INTERC</i>
	4.5 Upon passing evaluation, proposal is endorsed to the RD for approval. If not, customer is advised to revise proposal.	None	1 hour	<i>Ricardo N. Varela Head, INTERC PSTD Concerned</i>
	4.6 Prepare Memo of Agreement (MOA) for approved proposal. Facilitate signing of MOA.	None	3 days	<i>PSTD Concerned</i>
	4.7 Facilitate MOA notarization	None	3 hours	<i>Richard D. Gregorio Utility Personnel</i>
	4.8 If customer is LGU, prepare voucher with supporting documents and submit to FAS.	None	2 hours	<i>PSTD Concerned Project Coordinators</i>
	4.9 Process voucher / Issue check for the project	None	2 days	<i>Marites M. Apolinaria Mayette M. Carlon Liezal C. Laure</i>
	4.10 a. Release check to LGU	None	2 hours	<i>Liezal C. Laure Cashier</i>
	b. If customer, is private organization, prepare Purchase Request and submit approved PR to FAS.	None	2 hours	<i>Wristly J. Abrot Project Staff Engr. Noel M. Ajoc OIC-ORD</i>
	Initiate Procurement Activity: a. for items for bidding		45 days	<i>BAC Ricky C. Pocon Supply Officer</i>



	b. for items under Small Value Procurement (SVP)		7 days	
	4.11 Test Run Equipment to determine if it works as specified.	None	2 days	<i>PSTC Concerned</i>
4 Implement the Project		None		<i>Customer</i>
END OF TRANSACTION				



2. Technical Consultancy Services (Food Safety)

Consultancy services include the following:

- Food Safety Awareness
- Good Manufacturing Practices (GMP)
- Hazard Analysis Critical Control Point (HACCP)
- Plant Layout Mentoring
- ISO 22000 (Food Safety Management System)

Office of Division	Technical Support Services			
Classification:	Complex			
Type of Transaction:	G2B , G2C			
Who may avail:	Micro, Small and Medium Enterprises / Private Individuals/NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		To be prepared by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for consultancy services to PSTC or Regional Office	1.1 Receive letter of request from customer	None	15 minutes	<i>Customer PSTD Concerned ORD Secretary</i>
	1.2 Forward letter of request to the Office of the Regional Director	None	5 minutes	<i>PSTD Concerned ORD Secretary</i>
	1.3 Forward letter to TSS with instruction.	None	30 minute	<i>ORD Secretary Engr. Noel M. Ajoc OIC-ORD</i>
	1.4 a. If request is approved, contact Food Safety Team Members for Availability. b.If not approved, inform customer.	None	1 day	<i>Jennifer J. Dejarme OIC-TSS</i>
	1.5 Set schedule for the conduct of consultancy services/training and inform customer of schedule.	None	1 day	<i>Jennifer J. Dejarme Member, FST Engr. Emman Liam Prisco Food Safety Staff</i>



	1.6 Conduct pre-activity preparations	None		<i>Engr. Emman Liam Prisco Food Safety Staff</i>
2. Discuss with consultants the project status, needs and plans for the project.	2.1 Conduct Consultancy Services/Training	None		<i>Customer Consultant/CFST Members Engr. Emman Liam Prisco Food Safety Staff</i>
** END OF TRANSACTION**				



3. Packaging and Labelling Assistance

Provision of an appropriate packaging and labelling assistance for food and non-food products.

Office or Division:	Technical Support Services			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Micro, Small and Medium Enterprises			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Customer Profile Form			Provincial S & T Center	
Duly Accomplished Packaging Design Brief (PDB)			Provincial S & T Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Identify customer for packaging and labelling.	None	3 days	<i>Provincial S&T Directors Concerned</i>
				<i>PSTD Concerned Meriam B. Bouquia, PSTD- Agusan Norte Engr. A. Cabonita, PSTD – Agusan Sur Ms. Mariel P. Makinano PSTD – Surigao Norte Ms. Caressa L. V. Lim PSTD – Surigao Sur Mr. Roberto J. Olaguer PSTD – Dinagat Island</i>
1. Accomplish Customer Profile Form at the Provincial S & T Center	1.2 Evaluate Customer Profile Form and assess the completeness of information about the firm.	None	1 hour	<i>Customer / Provincial S&T Director Concerned</i>
	1.3 Inform customer of the result of evaluation.	None	20 minutes	<i>Provincial S&T Director Concerned</i>
2. Fill up the Packaging Design Brief (PDB) and coordinate for accomplishment of request.		None	1 hour	<i>Customer</i>
	2.1 Forward PDB to Packaging and	None	1 day	<i>Provincial S&T Director Concerned</i>



	Labelling Regional Coordinator.			
	2.2 Prepare priority list of customers with PDB.	None	1 day	<i>Engr. Emman Liam Prisco</i> Packaging and labelling Coordinator
	2.3 Recommend priority list for RD for approval	None	1 hour	<i>Engr. Emman Liam Prisco</i> Packaging and labelling Coordinator
	2.4 Evaluate priority list and sign approval	None	2 hours	<i>Engr. Noel M. Ajoc</i> <i>OIC-ORD</i>
	2.5 Prepare and facilitate conduct of orientation and signing of MOA between DOSTCaraga and the customer	None	2 days	<i>Engr. Emman Liam Prisco</i> Packaging and labelling Coordinator
	2.6 Commission local designer to execute package design	None	1 day	<i>Engr. Emman Liam Prisco</i> Packaging and labelling Coordinator
	2.7 Send design to customer through the PSTC for comments (1st Comment)	None	1 day	<i>Accredited Local Designer</i>
3. Review package design and prepare comments. Submit to PSTC		None	5 days	<i>Customer</i>
	3.1 Forward packaged design with comments to designer for revision	None	1 day	<i>Engr. Emman Liam Prisco</i> Packaging and labelling Coordinator
	3.2 Consider comments of the Customer, revise design (if necessary)	None	3 days	<i>Accredited Local Designer</i>
	3.3 Forward design to customer for comments (2nd comment)	None	3 days	<i>Engr. Emman Liam Prisco</i> Packaging and labelling Coordinator PSTD Concerned
4. Review improved		None	3 days	<i>Customer</i>



package design.				
4.1 Prepare and submit comments, if any, to PSTC		None	1 day	<i>Customer</i>
	4.1 Consider comments of the Customer, revise design (if necessary)	None	1 day	<i>Accredited Local Designer Engr. Emman Lliam Prisco Packaging and labelling Coordinator</i>
	4.2 Send copy of the final design to customer	None	1 day	<i>Engr. Emman Lliam Prisco Packaging and labelling Coordinator PSTD Concerned</i>
END OF TRANSACTION				



4. Provision of Nutrition Facts and Shelf Life Analysis

A DOST program providing assistance to Micro, Small and Medium Enterprises on nutrition facts and shelf life analysis of their food products.

Office or Division:	Technical Support Services			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Micro, Small and Medium Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Nutrition Facts Analysis Request Form		Provincial Science and Technology Center		
Shelf Life Analysis Request Form		Provincial Science and Technology Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Nutrition Facts Analysis Request Form (NFARF) and Shelf Life Analysis Request Form (SLARF) and submit to PSTC.	1.1 Receive accomplished forms from customer.	None	10 minutes	<i>Customer PSTD Concerned</i>
	1.2 Evaluate NFARF and SARF. Assess completeness of information about the firm-organization and classification, business activity, number of employees, product lines, etc. Customers who do not qualify for assistance are informed.	None	2 hours per customer	<i>PSTD Concerned</i>
	1.3 Consolidates NFARF and SARF of qualified customers and submit to	None	1 day	<i>PSTD Concerned</i>



	Regional Office for further evaluation.			
	1.4 Evaluate and prepare list of qualified customers for approval of the Regional Director.	None	1 day	<i>Engr. Emman Lliam Prisco</i> Packaging and labelling Coordinator <i>Ms. Jennifer J. Dejarme</i> OIC-TSS
	1.5 Approve list of qualified customers	None	1 hour	<i>Engr. Noel M. Ajoc</i> OIC-ORD
	1.6 Procurement of of Nutrition Facts and Shelf life Analysis Services.	None	2 days	<i>Engr. Emman Lliam Prisco</i> Packaging and labelling Coordinator <i>Ms. Jennifer J. Dejarme</i> OIC -TSS <i>Mr. Ricky C. Pocon</i> Supply Officer <i>Engr. Noel M. Ajoc</i> OIC-ORD
	1.7 Packaging and Labeling Regional Coordinator (PLRC) coordinates with laboratories to schedule nutrifacts and shelf life analysis	None	3 days	<i>Engr. Emman Lliam Prisco</i> Packaging and labelling Coordinator
	1.8 Request for product sample from customer for laboratory analysis	None	3 days	<i>Engr. Emman Lliam Prisco</i> Packaging and labelling Coordinator PSTD Concerned
	1.9 Submission of product sample to identified government laboratories and private laboratories with lowest responsive bid.	None	3 days	<i>Engr. Emman Lliam Prisco</i> Packaging and labelling Coordinator
	1.10 Nutrition Facts and Shelf Life Analysis Proper	None	6 months	<i>Laboratory</i>
	1.11 Deliver Nutrition Facts and Shelf-life analysis results to PSTC.	None	1 day	<i>Engr. Emman Lliam Prisco</i> Packaging and labelling Coordinator
	1.12 PSTC deliver Nutrition Facts and Shelf-life analysis results to customer	None	1 day	<i>PSTD Concerned</i>
** END OF TRANSACTION **				



5. Provision of DOST Undergraduate Scholarship

Provision of scholarship to deserving high school graduates and incoming 3rd year college students who wish to pursue careers in Science and Technology.

Office or Division:	Technical Support Services	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	Qualified Grade 12 students and Qualified 3 rd year College Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For the Undergraduate Scholarship Program:		
Certificate of Good Moral Character (Form C)		https://usas.science-scholarships.ph/#/register
Certificate of Good Health (Form D)		
Principal's Certification (Form E1/E2)		
Certificate of Residency (Form F)		
Parent's Certification – Applicant has no pending immigration application to another country (Form G)		
Applicant's Certification Re- Not a DOST Scholar prior to this application (Form H)		
Signed Declaration of Applicant and the Parent/Legal Guardian (Form I)		
Certified Copy of Permanent Student Record (Form 137) or Report Card (Form 138) for Grades 9, 10 and 11		
Recent picture, passport size (3.5 cm x 4.5 cm or 1.4 x 1.8 inches)		
Birth Certificate		
Parent/s or Legal Guardian's 2020 Income Tax Return / BIR Form 1701 / Employment Contract for OFW / BIR Certificate of Exemption from Filing of ITR / Certificate of Indigency / Certificate of Employment with Compensation / Proof of Pension		
For the Junior Level Science Scholarship (JLSS)		
Certificate of Good Moral Character (Form C)		https://jlss.science-scholarships.ph/#/register
Certificate of Good Health (Form D)		
Certificate of Program of Study and Year Level (Form E)		
Certificate of Residency (Form F)		
Commitment to Return Service (Form G1/G2)		
Applicant's Certification Re- Not a DOST Scholar prior to this application (Form H)		
Signed Declaration of Applicant and the Parent/Legal Guardian (Form I)		



Official Transcript of Records (TOR) or True Copy of Grades (TCG) or Grade Report downloaded from the portal for first and second years in college				
Recent picture, passport size (4.5 cm x 3.5 cm or 1.8 inches x 1.4 inches)				
Birth Certificate				
Parent/s or Legal Guardian's 2020 Income Tax Return / BIR Form 1701 / Employment Contract for OFW / BIR Certificate of Exemption from Filing of ITR / Certificate of Indigency / Certificate of Employment with Compensation / Proof of Pension				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Disseminate availability of DOST Scholarship Program through caravans and information drive.	None	1 month	<i>Margarette Faye U. Bito</i> Scholarship Coordinator
1. Go to the S&T e-Scholarship Application System at https://www.science-scholarships.ph/ilss_app/ and answer truthfully the questionnaire. The answers will determine whether the applicants are eligible to apply for the S&T Scholarships or not.		None	1 hour	<i>Margarette Faye U. Bito</i> Scholarship Coordinator <i>Scholarship Team</i> <i>DOST SEI System Administrators</i>
2. Print application form and certification for signature of concerned offices: a. Form C – Certificate of		None	2 days	<i>Applicant</i>



<p>Good Moral Character</p> <p>b. Form D – Certificate of Good Health</p> <p>c. Form E – Certificate of Program of Study and Year Level</p> <p>d. Form F – Certificate of Residency</p> <p>e. Form G – commitment to Return of Service</p> <p>f. Form H – Applicant's Certification</p> <p>g. Form I – Signed Declaration</p>				
<p>3. Print test permit three (3) weeks before the scheduled examination</p>		None	10 minutes	Applicant
	<p>3.1 Monitor total number of applicants</p>	None	3 days	<p><i>Margarette Faye U. Bito</i> <i>Scholarship Coordinator</i> <i>PSTDs Concerned</i></p>
	<p>3.2 Processing of Scholars' Data and Determination of Qualifiers</p>	None	3 months	<p><i>DOST SEI</i></p>
	<p>3.3 Post official list of qualifiers at PSTCs; publish in local newspapers and disseminate through TV and radio stations and official social media accounts of the agency.</p>	None	4 hours	<p><i>Margarette Faye U. Bito</i> <i>Scholarship Coordinator</i> <i>PSTDs Concerned</i></p>



	3.4 Notify qualifiers.	None	1 day	<i>Margarette Faye U. Bito</i> Scholarship Coordinator <i>PSTDs Concerned</i>
	3.5 Send notice of awards to qualifiers with date and venue of the orientation and signing of scholarship contracts	None	1 day	<i>Margarette Faye U. Bito</i> Scholarship Coordinator <i>PSTDs Concerned</i>
4. Attend scholarship orientation	4.1 Conduct orientation to qualifiers and parents on the scholarship policies, responsibilities, benefits, rules and regulations.	None	1 day	<i>Margarette Faye U. Bito</i> Scholarship Coordinator <i>PSTDs Concerned</i>
	4.2 Submit list of Scholars to SEI	None	1 day	<i>Margarette Faye U. Bito</i> Scholarship Coordinator <i>PSTDs Concerned</i>
END OF TRANSACTION				



6. Laboratory Testing and Calibration Services

Provision of chemical, physical and microbiological analysis and calibration services to SMEs, researchers, students and other customers.

Office or Division:	Technical Support Services / Regional Standards and Testing Laboratory			
Classification:	Simple, Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Micro, Small and Medium Enterprises, Researchers, Students, Government Offices and other customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		RSTL / Metrology Laboratory		
Sample of items to be analyzed		From Client		
Equipment Under Test (EUT) (for calibration services)		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit sample to RSTL.	1.1 Laboratory personnel will receive the sample and initiate testing		20 mins.	<i>Engr. Christine L. Buyan</i> CRO
	1.2 Laboratory personnel shall input the data to ULIMS and generate Request Form/issue Order of Payment based on the test requested.			
2. Client shall proceed to the Finance and Admin. Office	2.1 DOST Cashier will issue official receipt.		20 minutes	<i>Liezel C. Laure</i> AO V-Cashier



to pay the testing fees				
		Fees for Chemical and Physical Analysis		
		WATER & WASTEWATER		
		pH	350.00	2 days
		Total Alkalinity	500.00	3 days
		Total Hardness	700.00	3 days
		Conductivity	350.00	3 days
		Color	350.00	3 days
		Turbidity	300.00	3 days
		Residual Chlorine	750.00	3 days
		Chlorides	750.00	3 days
		Salinity (Refractometer)	300.00	3 days
		Total Dissolved Solids	600.00	3 days
		Total Suspended Solids	650.00	3 days
		Total Solids	400.00	3 days
		Dissolved Oxygen	500.00	3 days
		Oil and Grease	1,000.00	3 days
		5 day BOD	1,500.00	6 days
		Heavy Metals, per element (Cd, Ca, Cu, Fe, Pb, Mg, Mn, Ni, K, Ag, Au, Cr & Zn)	1,525.00	5 days
		Heterophic/Total Plate Count	550.00	3 days
		Total Coliform Count	550.00	5 days
		Fecal Coliform	550.00	5 days
		FOOD PRODUCTS AND RAW MATERIALS		
		Ash Content	400.00	3 days
		pH	850.00	2 days
		Crude Fat	1,200.00	3 days
		Moisture Content	400.00	3 days
		Titration Acidity	560.00	3 days
		Water Activity	378.00	2 days
		Sugar Content (Brix)	300.00	2 days
		PLANT AND FRUIT MATERIALS		
		Phytochemical Screening	1,500.00	3 days
		Extraction	800.00	2 days
		Fees for Microbiological Analysis		
		FOOD PRODUCTS (at least 250 ml/ analysis)		



	Aerobic/Total Plate Count	550.00	3 days	
	Coliform Count	550.00	3 days	
	Fecal Coliform Count	550.00	3 days	
	OTHER TEST			
	Swab Testing of Surfaces	550.00	3 days	
	ANTIMICROBIAL SCREENING			
	Extraction	800.00	2 days	
	Screening against E.Coli & Staphylococcus Aureus	1,500.00	5 days	
	Fees for Calibration Services			Liezel C. Laure Cashier
	VOLUMETRIC CALIBRATION SERVICES			
	TEST MEASURE			
	Gravimetric Method (10L)	500.00	5 days	
	Gravimetric Method (20L)	600.00	5 days	
	Volumetric Method (10L)	1,800.00	2 days	
	Volumetric Method (20L)	2,000.00	2 days	
	GLASSWARES			
	Graduated Cylinder	600.00	5 days	
	Pipette	600.00	5 days	
	Pipettor	1,500.00	5 days	
	Burette	1,500.00	5 days	
	Volumetric Flask	600.00	5 days	
	PROVING TANK			
	100-400 L	1,500.00	5 days	
	500-2,000 L	3,000.00	5 days	
	2,500 L and above	4,000.00	5 days	
	ROAD TANKER			
	5,000 L & Below	1,000.00	2 days	
	6,000 L - 10,000 L	1,500.00	2 days	
	11,000 L- 15,000 L	2,000.00	2 days	
	16,000 L- 20,000 L	2,500.00	2 days	
	21,000 L - 25,000 L	3,000.00	2 days	
	26,000 L- 30,000 L	3,500.00	2 days	
	31,000 L - 35,000 L	4,000.00	2 days	
	36,000 L- 40,000 L	4,500.00	2 days	
	41,000 L - 45,000 L	5,000.00	2 days	
	46,000 L- 50,000 L	5,500.00	2 days	
	MASS CALIBRATION SERVICES			
	TEST WEIGHTS (Class M)			
	Up to 5 kg	450.00 / wt	5 days	
	10 kg - 20 kg	600.00 / wt	5 days	
	25 kg - 50 kg	700.00 / wt	5 days	



		TEST WEIGHTS (Class F)		
		Up to 5 kg	600.00 / wt	5 days
		10 kg - 20 kg	800.00 / wt	5 days
		25 kg - 50 kg	1,000.00 / wt	5 days
		WEIGHING DEVICES		
		Special Accuracy 1	1,200.00	3 days
		High Accuracy	1,000.00	3 days
		Medium Accuracy	900.00	3 days
		Ordinary Accuracy III	900.00	3 days
		Butchering Plant	3,500.00	3 days
		Truck Scale	3,500.00	3 days
		LENGTH/DIMENSION CALIBRATION SERVICES		
		Steel Rule (Metal) 300mm and below	500.00	3 days
		more than 300mm-600 mm	650.00	3 days
		more than 600 mm	900.00	3 days
		Height Boards	900.00	3 days
		PRESSURE CALIBRATION SERVICES		
		500 psi and below (up to 4 points)	750.00	3 days
		for every point in excess	100.00	
		Sphygmomanometer	900.00	3 days
		TEMPERATURE CALIBRATION SERVICES		
		Analogue Thermometer	1,700.00	3 days
		Digital Thermometer	1,700.00	3 days
		Glass/Filled/Bi-Metallic Thermometer	1,700.00	3 days
		Thermocouple Probe / Wire (up to 4 test points)	1,700.00	3 days
		for every add'l test point	400.00	3 days
		Water Bath	2,100.00	3 days
		Drying Oven	2,100.00	3 days
		Incubator	2,100.00	3 days
		Refrigerator (up to 3 test points)	2,100.00	3 days
		for every add'l test point	500.00	
		IN-PLANT CALIBRATION CHARGES		
		Within 50 km radius from base laboratory per day	3,000.00	3 days
		More than 50 km radius from base laboratory per day	5,500.00	3 days



3. Get test results on date scheduled	3.1 Release test results to clients		30 mins.	<i>Engr. Christine L. Buyan CRO</i>
END OF TRANSACTION				



FINANCE AND ADMINISTRATIVE SERVICES

INTERNAL SERVICES



1. Procurement of Goods and Services

This service covers all activities involved in the procurement of goods and services in the office.

Office of Division	Finance and Administrative Services			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Internal Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request		DOST Office		
Agency Procurement Request		Procurement Service		
Activity Proposal (for trainings to be conducted)				
Project Proposal (for project-related items)				
Project Management Procurement Plan				
Annual Procurement Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit to Finance and Administrative Services (FAS) the approved Purchase Request (PR) with the following attachment/s: <ul style="list-style-type: none"> • Approved Project Procurement Management Plan. • Approved Activity/Project Proposal (for trainings/project). 	1.1 Receive approved Purchase Request (PR). Check supporting documents. Record in the incoming documents file.	None	10 minutes	Customer FAS Staff
	1.2 Forward approved PR to the Supply Unit.	None	5 minutes	FAS Staff
	1.3 Receive and check if items in the PR is included in the PPMP. If not included, advise customer to revise PPMP.	None	15 minutes	<i>Ricky C. Pocon</i> Admin. Officer V Supply Unit Staff
	1.4 Check the Approved Budget for Contract (ABC).	None		



	<p>1.5 a.If item requested is CSE, prepare Agency Procurement Request (APR), to be signed by concerned signatories and send to Procurement Service (PS) for confirmation of available items.</p> <p>Prepare Final APR based on the Price Quotation and Stock Availability Certification (PQSAC) issued by PS.</p> <p>b.For CSE not available at PS with ABC of less than Ph 50T, prepare Request For Quotation (RFQ) and send to accredited suppliers.</p> <p>c.For CSE not available at PS with ABC of Ph 50T or more but less than Ph1M, prepare RFQ, to be signed by the Chief Admin. Officer and post to Philgeps.</p>		<p>1 day</p> <p>4 hours</p> <p>1 day</p> <p>2 days</p>	<p><i>Ricky C. Pocon</i> Admin. Officer V</p> <p><i>Mayette M. Carlon</i> Accountant</p> <p><i>Imelda S. Mezo</i> Chief, FAS</p> <p><i>Engr. Noel M. Ajoc</i> OIC-ORD</p> <p><i>Ricky C. Pocon</i> Admin. Officer V</p> <p><i>Mayette M. Carlon</i> Accountant</p> <p><i>Imelda S. Mezo</i> Chief, FAS</p> <p><i>Engr. Noel M. Ajoc</i> OIC-ORD</p> <p><i>Ricky C. Pocon</i> Admin. Officer V</p> <p><i>Imelda S. Mezo</i> Chief, FAS</p> <p><i>Ricky C. Pocon</i> Admin. Officer V</p> <p><i>Imelda S. Mezo</i> Chief, FAS</p>
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	<p>d. For Non-CSE with ABC of less than Ph50T, prepare RFQ, to be signed by Chief Admin. Officer and send to accredited suppliers.</p> <p>e. For Non-CSE with ABC of Ph50T or more but less than Ph1M, prepare RFQ, to be signed by the Chief Admin. Officer and post to Philgeps website</p> <p>f. If ABC of CSE and non-CSE is Ph1M and above, conduct public bidding. Follow the procedures under public bidding of RA9184.</p>		<p>1 day</p> <p>2 days</p> <p>30-45 calendar days</p>	<p><i>Ricky C. Pocon</i> Admin. Officer V</p> <p><i>Imelda S. Mezo</i> Chief, FAS</p> <p><i>Ricky C. Pocon</i> Admin. Officer V</p> <p><i>Imelda S. Mezo</i> Chief, FAS</p> <p>Bids and Awards Committee (BAC) BAC Secretariat BAC TWG</p> <p><i>Ricky C. Pocon</i> Admin. Officer V</p> <p><i>Imelda S. Mezo</i> Chief, FAS</p>
	<p>1.6 Prepare Abstract of Canvass (AOC) for items offered by accredited suppliers, to be approved by the BAC members. (Not applicable for items available at PS).</p>	<p>None</p>	<p>2 days</p>	<p><i>Ricky C. Pocon</i> Admin. Officer V</p> <p>BAC Members</p>



	1.7 For items posted at Philgeps, prepare BAC Resolution, to be approved by the BAC.	None	4 hours	<i>Ricky C. Pocon</i> Admin. Officer V BAC Members
.	1.8 Prepare Purchase Order based on the approved Abstract of Canvass (AOC), for obligation by the Budget Officer, certified by the Accountant and approved by the Regional Director. 1.9 For items under public bidding, follow "Annex C" Recommended Earliest Possible time and Maximum Period Allowed for the Procurement of Goods and Services of the 2016 IRR of RA 9184.	None	2 days	<i>Ricky C. Pocon</i> Admin. Officer V <i>Marites M. Apolinaria</i> Budget Officer <i>Mayette M. Carlon</i> Accountant Engr. Noel M. Ajoc OIC-ORD
	1.9 Upon delivery, check the items delivered vis-à-vis the PO. Receive the Delivery Receipt/Invoice.	None	1 hour	<i>Ricky C. Pocon</i> Admin. Officer V
	1.10 Prepare Inspection and Acceptance Report, to be signed by concerned signatories.	None	15 minutes	Supply Unit Staff Property Inspector



	1.12	For delivery of items with ABC of Ph50T and above (including public bidding), prepare request for inspection by the Property Inspectors to be approved by the Chief Admin. Officer.	None	4 hours	<i>Ricky C. Pocon</i> Admin. Officer V <i>Imelda S. Mezo</i> Chief, FAS
	1.13	Prepare Requisition and Issue Slip (RIS) for common use supplies, Inventory Custodian Slip (ICS) for non-expendable items, Property Acknowledgment Receipt (PAR) for Equipment to be approved by concerned signatories.	None	1 day	<i>Supply Unit Staff</i> <i>Ricky C. Pocon</i> Admin. Officer V <i>Imelda S. Mezo</i> Chief, FAS Engr. Noel M. Ajoc OIC-ORD Customer
2. Receive items delivered	2.1	For procurement of goods, deliver items requested to customer and let customer sign the RIS, ICS or PAR , whichever is applicable.	None	1 day	<i>Ricky C. Pocon</i> Admin. Officer V Customer
	2.2	Prepare Obligation Request and Status, to be signed by concerned signatories	None	1 hour	<i>Ricky C. Pocon</i> Admin. Officer V Division Chief <i>Marites M. Apolinaria</i> Budget Officer
	2.3	Prepare Disbursement voucher for payment and attach complete supporting documents.	None	1 day	<i>Ricky C. Pocon</i> Admin. Officer V



	2.4 Process Disbursement Voucher with complete supporting documents.			<i>Marites M. Apolinaria</i> Budget Officer <i>Mayette M. Carlon</i> Accountant Division Chief Engr. Noel M. Ajoc OIC-ORD
	2.5 Issue Check or ADA, to be signed by concerned signatories and deliver to Suppliers.			<i>Liezel C. Laure</i> Admin. Officer V Division Chief <i>Engr. Noel M. Ajoc</i> OIC-ORD
** END OF TRANSACTION**				



2. Processing of Request for Supplies and Material

Timely provision of supplies and materials requested by internal customers.

Office of Division	Finance and Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Internal Customers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition and Issue Slip			Finance and Administrative Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Requisition and Issue Slip (RIS) and submit to Supply Unit.	1.1 Receive accomplished Requisition and Issue Slip	None	10 minutes	Internal Customer <i>Ricky C. Pocon</i> Admin. Officer V
	1.2 Check availability of requested supplies/materials at stock room.	None	15 minutes	Supply Unit Staff
	1.3 a. If available, refer RIS to Supply Officer and issue requested supplies/materials. Request customer to acknowledge the items received by signing the "Received by" portion of the RIS and indicating the date of receipt.	None	15 minute	Supply Unit Staff <i>Ricky C. Pocon</i> Admin. Officer V Customer
	b. If requested items are not available at stockroom, advise customer to purchase the items using Petty Cash Fund if cost is not	None	10 minute	<i>Ricky C. Pocon</i> Admin. Officer V Supply Staff
		None	10 minutes	Customer



	<p>more than Ph1,000.00.</p> <p>If cost of supplies /materials exceeds the maximum amount allowed for PCF, advise Customer to file a Purchase Request.</p>			
	<p>1.4 Record the item for inclusion in the next procurement schedule.</p>			
	<p>1.5 File the RIS; to be used for updating of stock card at the end of the month and for preparation of the Monthly Report of Supplies and Materials Issued.</p>			<p>Supply Staff</p> <p>Ricky C. Pocon Admin. Officer V</p>



3. Processing of Request for Filling-Up of Vacant Positions

The service covers the activities involved in the processing of request for filling-up of vacant permanent and non-permanent positions.

Office of Division	Finance and Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Division Chief			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Filling-up of Positions			Finance and Administrative Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Division Chief accomplish Request for filling up of positions duly approved by the Regional Director and submit to Finance and Admin. Services.	1.1 Receive accomplished request for filling up of positions.	None	10 minutes	<i>Maricel R. Alao</i> HR Staff
	1.2 Forward request to the Chief Administrative Officer for action.	None	5 minutes	<i>Maricel R. Alao</i> HR Staff
	1.3 Check if request is for filling up of permanent position or non-permanent positions.	None	5 minutes	<i>Imelda S. Mezo</i> Chief Admin. Officer <i>Maricel R. Alao</i> HR Staff
	1.4 If request is for the filling up of permanent position, publish vacant position at CSC Bulletin, Jobstreet.com, PSTCs and Regional Office bulletin board and to prepare a Recruitment Plan.	None	1 day <i>(Note: Position will be published for at least 10 working days)</i>	



	1.5 Follow procedures on Recruitment Selection and Placement indicated in the Procedures Manual.			
	1.6 If request is for filling up of non-permanent position, check project duration and availability of funds for payment of salary for the position	None	1 hour	<i>Imelda S. Mezo</i> Chief Admin. Officer <i>Maricel R. Alao</i> HR Staff
	1.7 Publish notice of hiring through social media and DOST Caraga website. Post notice of hiring at DOST Caraga bulletin board. 1.8 Follow procedures on Recruitment Selection and Placement indicated in the Procedures Manual.	None	4 hours	<i>Imelda S. Mezo</i> Chief Admin. Officer HR Staff
	1.9 Inform concerned Division Chief on the status of request.	None	5 minutes	HR Staff



4. Processing of Request for Certifications / Issuance of Service Record

This service covers the issuance of the following:

- Certificate of Employment
- Certificate of Employment and Net Take Home Pay
- Service Record
- Certificate of No Pending Administrative Case
- Other certifications needed by existing and retired/resigned employees

Office of Division	Finance and Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Internal Customers, Retired / Resigned Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Filling-up of Positions		Finance and Administrative Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Internal Customers accomplish Request for Issuance Form and submit to Finance and Administrative Services.	1.1 Receive accomplished Request for Issuance Form.	None	10 minutes	<i>Ma. Bella Theresa M. Dalago</i> FAS Staff
For retired /resigned employee, submit letter of request to the Office of the Regional Director.	Receive letter of request and forward to the Regional Director for instruction.	None	1 hour	ORD Staff <i>Engr. Noel M. Ajoc</i> OIC-ORD
	Evaluate request.	None	5 minutes	<i>Imelda S. Mezo</i> Chief Admin. Officer
	For Certificate of Employment and Net Take Home Pay.			
	1.2.1 Prepare Certification and have it signed by the Chief Admin. Officer.		3 hours	Charity L. Estorpe <i>Imelda S. Mezo</i> Chief Admin. Officer



	<p>For Issuance of Service Record</p> <p>1.2.2 Retrieve record from electronic file, review print Service Record and affix signature</p> <p>For Issuance of Certificate of No Pending Case and other Certifications</p> <p>1.2.3 Prepare Certification and have it signed by the Chief Admin Officer</p>		<p>1 hour</p> <p>4 hours</p>	<p><i>Imelda S. Mezo</i> Chief Admin. Officer</p> <p><i>Imelda S. Mezo</i> Chief Admin. Officer</p>
	<p>1.3 Record requested documents.</p> <p>1.4 Inform customer on the availability of the requested document.</p>		<p>1 hour</p> <p>10 minutes</p>	<p><i>Ma. Bella Theresa M. Dalago</i> FAS Staff</p> <p><i>Ma. Bella Theresa M. Dalago</i> FAS Staff</p>
	<p>1.5 Release requested documents to customer.</p>	None	10 minutes	<i>Ma. Bella Theresa M. Dalago</i> FAS Staff
	<p>1.6 Sign certifications and forward to HR Staff for release.</p>	None	5 minutes	<i>Imelda S. Mezo</i> Chief Admin. Officer HR Staff
END OF TRANSACTION				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients will be requested to accomplish the Customer Satisfaction Feedback (CSF) Form that will be provided to them by the staff of the Division where they transact business.</p> <p>The clients can also give feedback by talking to our personnel.</p>
How feedbacks are processed	<p>Accomplished Customer Satisfaction Feedback forms are consolidated by the Quality Manager. The data are evaluated and analyzed to determine the level of customer satisfaction from each unit/division and the Regional Office as a whole.</p> <p>For our Regional Standards and Testing Laboratory, an android program for getting customer feedback was created. All laboratory customers are required to rate the personnel and the laboratory services by entering the appropriate rating in an electronic tablet. The program generates an automated Customer Satisfaction Index.</p>
How to file a complaint	<p>The customer drops his written complaint at the DOST Caraga complaints/suggestion box located at the Regional Office lobby. If complainant is from the province, he may file his complaint at the concerned Provincial Science and Technology Center.</p> <p>The complaint can also be filed through telephone number 341-9551/342-5684. The complainant should provide the following:</p> <ul style="list-style-type: none"> - Name of person being complained of - Incident - Evidence



How complaints are processed	<p>The Complaints Officer, Mr. Ricardo N. Varela at the Regional Office or PSTDs at the Provincial Science and Technology Centers regularly check the complaints/ suggestion box and evaluate complaints.</p> <p>The Complaints Officer conducts investigation, prepares reports on the results of the investigation and submits report to the Regional Director for appropriate action.</p> <p>Complainant will be informed on the result of the investigation.</p>
Contact Information of CCB, PCC, ARTA	CCB - 342-5345 PCC - 342-5345 ; 342-5684 ARTA- 342-5345 records@caraga.dost.gov.ph



Office	Address	Contact Information
DOST Regional Office	CSU Campus, Ampayon Butuan City	(085)342-5684 (085)342-9053
PSTC-Agusan del Norte	CSU Campus, Ampayon Butuan City	(085)342-6225
PSTC-Agusan del Sur	Govt. Center, Patin-ay Prosperidad, Agusan del Sur	(085)343-7194
PSTC-Surigao del Norte	3F Ricardo Bldg., San Nicolas St. Surigao City	(086)826-5392
PSTC-Surigao del Sur	SDSU Main Campus, Tandag, City	(086)214-3400
PSTC-Dinagat Islands	Purok 3, Brgy. Don Ruben San Jose, Dinagat Islands	0909-266-7991; 0921-378-6028
Regional Standards and Testing Laboratory	CSU Campus, Ampayon, Butuan City	342-0342; 0995-1837508