



DEPARTMENT OF SCIENCE AND  
TECHNOLOGY REGIONAL OFFICE VIII



DEPARTMENT OF SCIENCE AND  
TECHNOLOGY REGIONAL OFFICE VIII

CITIZEN'S CHARTER

2021 (2<sup>nd</sup> Edition)

Page | 1

# AGENCY PROFILE

## **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:**

Excellent prime-mover of science, technology and innovation for regional and countryside development with equity.

## **III. Mission:**

To direct, lead, and coordinate the scientific and technological efforts geared towards maximum economic and social benefits for the people in the region.

## **IV. Quality Policy:**

We are committed to provide the public and private sectors in Region VIII with science and technology products and services in:

- Technology Transfer and Commercialization;
- Information and Promotion; and
- Human Resource Development

with the highest standards of quality and reliability with our capabilities and resources according to customer and all applicable regulatory and statutory requirements; to address risks and opportunities; and to continually improve the effectiveness of our Quality Management System at all times in order to meet customer satisfaction.

## V. LIST OF SERVICES

<b>Regional Office</b>	<b>Page Number</b>
------------------------	--------------------

**External Services**

<b>Simple</b>	<b>Page Number</b>
---------------	--------------------

Processing of Applications for DOST-SEI S&T Scholarship	5
Issuance of Certificate for Enrolment	8
Issuance of Scholar-Graduate Certification (Local Employment)	10
Issuance of Temporary Clearance	12
Collection and Issuance of Official Receipts	14

**Complex**

Procurement and Issuance of Supplies, Materials and Equipment	16
Filing and Handling of Customer Complaints	23
Monitoring of On-going Scholars	25

**Highly Technical**

Releasing of Financial Assistance	28
Provision of SETUP Innovation-Enabling Fund (iFund)	31
Processing of Proposals and Provision of Assistance under the Grants-in-Aid Program	34
Technical Consultancy Services	37
Technology Training	39
Provision of Label Design Development Service	42
Provision of Laboratory Testing/Calibration Services	43
Deployment of STARBOOKS	46

**Internal Services**

**Simple**

Processing of Payments	50
Processing of Application for Leave	51
Preventive Maintenance	52

**Complex**

Corrective Maintenance	53
------------------------	----

**Highly Technical**

Publication of DOST VI Quad-Media Press Releases	54
Provision of Graphics Designs	55

**ANNEXES**

Annex A (Documentary Requirements per COA Circular 2012-001)	
--	--

Annex B (List of RSTL Services, Fees, Requirements and Turnaround Time)

## **Regional Office External Services**

## 1. Processing of Applications for DOST-SEI S&T Scholarship

Science Educate Institute (SEI) is a service agency of the Department of Science and Technology (DOST) mandated to develop a scientifically and technologically literate citizenry and accelerate the development of S&T human resources needed for socio-economic development.

The S&T scholarship programs aims to stimulate and entice graduating senior high school to pursue lifetime productive careers in the field of Science and Technology and to ensure a steady and adequate supply of qualified S&T human resources which can steer towards national progress.

To fulfill these mandates, SEI undertakes, among others the following undergraduate scholarship programs:

1. DOST-SEI Merit Scholarship Program
2. RA 7687 S&T Scholarship Program
3. Junior Level Science Scholarship (JLSS) under RA 10612 Program

<b>Office or Division:</b>	Technical Operations Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public
<b>Who may avail:</b>	<p>(RA 7687 and Merit)</p> <ol style="list-style-type: none"> <li>1. Natural-born Filipino citizen</li> <li>2. Students who belong to a family whose socio-economic status does not exceed the set values of certain indicators</li> <li>3. Top five percent (5%) of the Non-STEM strand senior high school graduating class</li> <li>4. All members of the STEM strand senior high school graduating class</li> <li>5. A resident of the municipality for the last 4 years as attested by the barangay captain</li> <li>6. Of good moral character and in good health</li> </ol> <p>(RA 10612)</p> <ol style="list-style-type: none"> <li>1. Natural-born Filipino citizen</li> <li>2. Students who belong to a family whose socio-economic status does not exceed the set values of certain indicators</li> <li>3. On-going regular 3rd year college student in an identified priority S&amp;T course</li> <li>4. Has a general weighted average (GWA) of at least 83% or its equivalent in his/her first and second year in college</li> <li>5. A resident of the municipality for the last 4 years as attested by the barangay captain</li> <li>6. Of good moral character and in good health</li> </ol>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RA 7687 and Merit		Science Education Institute DOST Regional Offices PSTCs		
Documents required by the SEI based on its current issuance				
Original and Photocopy of Birth Certificate				
Accomplished Income Tax Return/W2/Employment Contract/BIR Certificate of Tax Exemption of Parents/Municipal or Barangay Certificate of Non-Employment				
Original and Photocopy of the latest three (3) consecutive months of Electric Bill for the Year				
Assessment form/Statement of account from the private high school/scholarship certification (For RA 7687 Applicants only)				
Two (2) recent photographs (1" x 1")				
If legal guardian, affidavit of guardianship				
RA 10612				
Documents required by the SEI based on its current issuance				
Original and Photocopy of Birth Certificate				
Official Transcript of Records (TOR) or True copy of grades (TCG) for first and second years in college				
Accomplished Income Tax Return/W2/Employment Contract/BIR Certificate of Tax Exemption of Parents/Municipal or Barangay Certificate of Non-Employment		Science Education Institute DOST Regional Offices PSTCs		
Original and Photocopy of the latest three (3) consecutive months of Electric Bill for the Year (For RA 7687 Applicants only)				
Two (2) recent photographs (1" x 1")				
If legal guardian, affidavit of guardianship				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form  Submit accomplished	1. Evaluate the completeness of the data asked for in the application form	None	8 minutes	Scholarship Staff Technical Operations Division

application form and all required documents	<p>and the completeness of the required documents.</p> <p>1.1 Assess the application form to determine the scholarship category based on the eligibility criteria: RA 7687, RA 10612 or Merit Program. Indicate in the application form the category of the applicant.</p> <p>1.2 Return applications with incomplete documents for compliance.</p> <p>1.3 Merit category, proceed to Step 2; Other categories, proceed to Step 3.</p>			
2. Present the assessed application form to the cashier/Special Collecting Officer (SCO) for payment of the testing fee	2. Check assessment box of the application form, receive payment and issue an official receipt.	None	3 minutes	<i>Scholarship Staff/Cashier</i> Technical Operations Division / FAS
3. Receive temporary test permit.	3. Issue temporary test permit to the qualified applicant	None	1 minute	<i>Scholarship Staff</i> Technical Operations Division
<b>TOTAL:</b>				
RA 7687/RA 10612 Applicant			9 minutes	
Merit Applicant			12 minutes	



## 2. Issuance of Certificate for Enrolment

Section VII-A. DOST-SEI S&T Undergraduate Scholarship agreement, scholars are required to maintain a grade requirement per semester of year level. That will be the basis for the monitoring of good standing scholar every start of the semester. The said certificate is being issued to good standing scholars only, to be presented in their respective schools for enrolment. Tuition and other school fees not to exceed Php 20,000.00/semester shall be paid by the DOST-SEI upon receipt of the corresponding bill from your school.

<b>Office or Division:</b>	Technical Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public			
<b>Who may avail:</b>	Good standing RA 7687, RA 10612 and Merit ongoing scholars			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished TO-SCH-F11 (S&T Scholarship Request for Certification)		DOST Regional Offices PSTCs		
Copy of Grades (1 original)		Enrolled university		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure TO-SCH-F11(Request for Certification) and completely fill it up, attach original copy of grades and submit to the Scholarship Staff	1. Receive accomplished TO-SCH-F11 and its attachment (includes requests endorsed by PSTCs)	None	5 minutes	Scholarship Staff Technical Operations Division
	1.1 Check authenticity of copy of grades and correctness of request			
	1.2 Verify from the control list the status of the RA 7687/RA 10612/Merit scholar if he/she is in good standing	None	15 minutes	Scholarship Staff Technical Operations Division

	<p>If good standing, proceed to Step 3</p> <p>If not, indicate in the request form the reason/s for not processing the request and return to the client for appropriate action</p>			
	1.3 Check grades against the grade requirement. If he/she meets the grade requirement, proceed to Step 4. If not, indicate in the request form the reason/s for not processing the request and advise the client	None	5 minutes	Scholarship Staff Technical Operations Division
	1.4 Prepare two (2) copies of certificate using the prescribed template.	None	5 minutes	Scholarship Staff Technical Operations Division
	1.5 Sign certificate and stamp the certificate with DOST VI dry seal.	None	9 minutes	Scholarship Staff Technical Operations Division
2. Receive certificate for enrollment and sign the DOST VIII file copy to acknowledge receipt	<p>2. Issue Certificate for Enrollment</p> <p>Note: For requests endorsed by PSTCs, send electronic copies of certificates to concerned University Coordinators (UCs)</p>	None	1 minute	Scholarship Staff Technical Operations Division

	or Provincial S&T Centers (PSTCs)			
<b>TOTAL:</b>				
RA 7687/RA 10612/ Merit			40 minutes	

### 3. Issuance of Scholar-Graduate Certification (Local Employment)

Section VII-C. DOST-SEI S&T Undergraduate Scholarship agreement, scholars upon the completion of course must submit Transcript of Records (TOR) and Diploma/Certificate of Graduation as an indication that they've graduated. The said certificate is being issued for employment and NBI clearance application

<b>Office or Division:</b>	Technical Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public			
<b>Who may avail:</b>	DOST-SEI RA 7687 and RA 10612 Scholar-Graduate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished TO-SCH-F11 (S&T Scholarship Request for Certification)		DOST Regional Offices PSTCs		
Transcript of Records (1 original, 1 photocopy)		University where graduated		
Diploma/ Certificate of Graduation (1 original, 1 photocopy)		University where graduated		
Accomplished TRACER Form		DOST Regional Offices PSTCs		
If request is done through a representative, submit an authorization letter signed by scholar graduate		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure TO-SCH-F11 (S&T Scholarship Request for Certification) and completely fill it up, attach Original and Photocopy of Transcript of Records (TOR) and Diploma/Certificate of Graduation and Accomplished TRACER Form	1. Receive accomplished TO-SCH-F11 and its attachment  1.1 Check completeness of information/requirement and correctness of request  1.2 Issue Acknowledgement Receipt/Claim Stub for Requested	None	5 minutes	Scholarship Staff Technical Operations Division

	Certification indicating time of release			
	<p>1.3 Check authenticity of the TOR and Diploma/Certificate of Graduation versus the Original copy</p> <p>1.4 Return the original copy of the TOR and Diploma/Certificate of Graduation to the applicant/client</p>	None	5 minutes	Scholarship Staff Technical Operations Division
	<p>1.5 Verify from the control list and file of the scholar-graduate the status of the scholar if he/she is in good standing.</p> <p>1.6 If not, indicate in the request form the reason/s for not processing the request and advice the client.</p>	None	4 hours	Scholarship Staff Technical Operations Division
	1.7 Prepare two (2) copies of the requested certificate.	None	5 minutes	Scholarship Staff Technical Operations Division
	1.8 Sign the certificate.	None	9 minutes	Authorized Official
2. Receive the certificate and sign the DOST VIII file copy to acknowledge receipt.  For certificates to be claimed by the authorized	2. Issue the certificate and have the 2nd copy signed by the claimant to acknowledge receipt	None	1 minute	Scholarship Staff Technical Operations Division

representative, submit authorization letter				
<b>TOTAL:</b>			4 hours and 25 minutes	

#### 4. Issuance of Temporary Clearance

Section XI. DOST-SEI S&T Undergraduate Scholarship agreement. The good standing scholars/scholar-graduates who shall travel out of the country while still under scholarship or with service or financial obligation may be issued certification of temporary clearance for travel abroad upon submission of required documents and/or posting of bond.

<b>Office or Division:</b>	Technical Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public			
<b>Who may avail:</b>	1. Good Standing on-going scholar/scholar-graduate who needs Temporary Clearance to travel outside of the country. 2. Terminated scholars with service/financial obligation who needs Temporary Clearance to travel outside of the country			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished TO-SCH-F11 (S&T Scholarship Request for Certification)		DOST Regional Offices PSTCs		
Duly notarized Deed of Undertaking (DOU) (1 original)		DOST Regional Offices PSTCs		
Two (2) valid IDs of the co-maker and the applicant (1 photocopy)		Applicant and Co-maker		
Co-maker's latest Income Tax Return or any proof of income		BIR		
Invitation from sponsoring agency or similar document		Sponsoring agency		
Service Record/Certificate of Employment Indicating Period of Employment and Nature of Work Issued by the Employer		Client's employer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures TO-SCH-F11 (S&T Scholarship Request for Certification) and completely fills it up, attaches required documents	1. Receive accomplished TO-SCH-F11 and its attachment and check the completeness of information/requirements and correctness of request	None	5 minutes	Scholarship Staff Technical Operations Division

	1.1 Issue Acknowledgement Receipt/Claim Stub for Requested Certification indicating date of release of certificate (2 days after the request date)			
	1.2 Record the received documents in the database (excel) for incoming documents	None	5 minutes	Scholarship Staff Technical Operations Division
	1.3 Verify from the status report/control list/file of the scholar-graduate the status of the scholar if he/she is in good standing  1.4 If good standing, proceed to Step 4. If not, refer the case to SEI for final evaluation	None	20 minutes	Scholarship Staff Technical Operations Division
	1.5 Validate the comaker's information and employment	None	1 day	Scholarship Staff Technical Operations Division
	1.6 Prepares the requested certificate	None	5 minutes	Scholarship Staff Technical Operations Division
	1.7 Sign the certificate and stamp with DOST VI dry seal	None	9 minutes	Scholarship Staff Technical Operations Division
2. Receive the certificate and sign the DOST VIII file copy to acknowledge	2. Issue the certificate and have "Received" portion of the TO-SCH-F11	None	1 minute	Scholarship Staff Technical Operations Division

receipt.	signed by the authorized claimant			
<b>TOTAL:</b>			1 day and 45 minutes	

## 5. Collection and Issuance of Official Receipts

The Cash Management Section (CMS) under the Finance and Administrative Services (FAS) Division handles the collection and disbursement of cash of the Department of Science and Technology Regional Office No. 8 (DOST VIII).

An Official Receipt (OR) is issued to clients who pay in Cash or Check. Collections are safeguarded until deposited to the Government Servicing Bank (GSB) within 24 hours or the next banking day. Deposits are then reconciled against the Cash (Collection) Receipt Records.

Most number of collections received and ORs issued are from/to clients who avail of the DOST VIII's laboratory services and the agency's program/project beneficiaries for the repayment or refund of financial assistance.

<b>Office or Division:</b>	Cash Management Section / FAS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public G2B – Government to Business Entity G2G – Government to Government
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Payment for Refunds/Liquidation</b>	
Order of Payment (1 original)	Accountant, Accounting Section
Cash/Check (original)	Client/Payor
<b>Laboratory Fees</b>	
Transaction Service Report (1 original)	Regional Standards and Testing Laboratory (RSTL)
Cash/Government-Issued Check (original)	Client/Payor
Advice of Check Issued and Cancelled (ACIC) for Check Payment (1 original/photocopy)	GSB-LBP
Certification of Cash Availability of Check payment (1 original/photocopy)	Clients' Bank
<b>Repayment/Transfer of Ownership/Due Obligations or Penalties of SETUP Projects</b>	
List/Summary of SETUP Beneficiaries every scheduled payment date (1 original)	SETUP Staff, Technical Operations
Post-Dated Check (original)	SETUP Staff, Technical Operations
Cash (original)	Client/Payor

<b>DOST-SEI Undergraduate Scholarship Test Fees</b>				
Duly Assessed Application Form (1 original)		Scholarship Section		
Cash (original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Payment for Refunds/ Liquidation</b>				
1. Present required documents and submit Order of Payment	1. Receive and check required documents and keep the Order of Payment	None	3 minutes	Cashier FAS
2. Pay the corresponding amount *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment and issue an Official Receipt	Depends on required amount to be paid	3 minutes	Cashier FAS
<b>Laboratory Fees</b>				
1. Present the Test Service Report (TSR)	1. Receive and check the TSR	None	3 minutes	Cashier FAS
2. Pay the corresponding amount *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment and issue an Official Receipt	Depends on required amount to be paid	3 minutes	Cashier FAS
3. If Mode of Payment is Government-Issued Check, submit (original or photocopy) of ACIC or Bank Certification to the Cashier	3. Receive, check and keep the copy of ACIC or Bank Certification and issue an Official Receipt	Depends on required amount to be paid	5 minutes	Cashier FAS
<b>Repayment/Transfer of Ownership/Due Obligations and Penalties of SETUP Projects</b>				
1. Submit PDCs	1. Prepare the	Depends	1 day	SETUP Personnel



	List/Summary of SETUP Beneficiaries and Cash/PDCs every payment schedule and forward to the Cashier	on required amount to be paid		Technical Operations Division
2. Wait for the Official Receipt to be forwarded by the SETUP Staff to the Cashier	2. Receive and check the List/Summary of SETUP payments and PDCs and issue an Official Receipt to each payor	Depends on required amount to be paid	3 minutes	Cashier FAS
<b>DOST-SEI Undergraduate Scholarship Test Fees</b>				
1. Present the assessed Application Form to the Cashier	1. Receive and check assessed Application Forms	None	3 minutes	Cashier FAS
2. Pay the corresponding amount to the Cashier *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment and issue an Official Receipt	₱ 200.00	3 minutes	Cashier FAS

## 6. Procurement and Issuance of Supplies, Materials and Equipment

The Supply and Procurement Management Section is responsible for the procurement and issuance of supplies, materials and equipment of the Department of Science and Technology Regional Office No. VIII. The objective is to ensure that all purchases conforms to specified requirements, acquired from the right source, delivered on time and to the best advantage of the office.

The procedure covers all the activities entailed in the procurement and issuance of supplies and materials and equipment from accomplishing of the purchase request form to the releasing of the purchased item(s) to end-user.

<b>Office or Division:</b>	Finance and Administrative Service (FAS)			
<b>Classification:</b>	G2G – Government to Government G2C – Government to Client who is a Transacting Public			
<b>Type of Transaction:</b>	Complex			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request, GAM Appendix 60 (3 copies)		Supply Office; GAM; Downloadable form at KM Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and review Purchase Request  Indicate complete specifications, responsibility center code, required quantity, estimated cost, source of fund and purpose	None	None		<i>Concerned personnel</i> Concerned Division
	1. Approve PR	None	30 mins	<i>RD/Authorized Representative</i>
	1.1 Receive and log complete and approved PR	None	20 mins	<i>BAC Secretariat</i> Supply and Property Management Section
	1.2 Collate and consolidate (complete and) approved PR for the quarter	None	8 days	<i>SRA/Supply and Procurement Management Section</i>
	1.3 Assign transaction and PR number and determine mode of procurement by ticking appropriate	None	5 mins	<i>SRA/Supply and Procurement Management Section</i>

	box			
	1.4 Record in the Logbook for Procurement of Goods and Services	None	2 days	SRA/Supply and Procurement Management Section
	1.5 Post in PhilGEPS for 3 days (for ABC more than ₱ 50,000.00	None	3 days	<i>BAC Secretariat</i>
	1.6 Conduct competitive bidding for supplies, materials and equipment with approved ABC of more than ₱1,000,000.00	None	120 CD (max. allowable time)	<i>BAC / BAC Secretariat</i>
	1.7 Conduct post-qualification / evaluation and prepare BAC Resolution recommending award	None	3 days	<i>BAC / BAC Secretariat / BAC TWG</i>
	Note: Conduct negotiated procurement after two (2) failed bidding	None	3 days	<i>BAC / BAC Secretariat / BAC TWG</i>
	1.8 Approve BAC Resolution	None	1 day	<i>Regional Director Office of the RD</i>

2. Receive Contract Agreement	1.9 Prepare and serve approved Notice of Award	None	1 day	BAC / BAC Secretariat
	1.10 Prepare and serve approved Notice to Proceed	None	1 day	BAC / BAC Secretariat
	1.11 Prepare and serve approved Contract Agreement	None	1 day	BAC / BAC Secretariat Supply and Procurement Management Section
		None	1 day	BAC Secretariat
	2. For common-use office supplies, secure Certificate of Price Quotation and Stocks Availability from PS-DBM	None	3 days	BAC Secretariat/SRA Supply and Procurement Management Section
	2.1 Secure price quotation from three (3) suppliers for supplies and materials not available at PS-DBM	None	1 day	Clerk II, BAC Secretariat/ Supply and Procurement Management Section
	2.2 Use Agency Procurement Request (APR) to procure common-use	None	1 day	AO V/ARD-FAS

3. Receive Purchase Order for Supplier	office supplies available at PS-DBM			
	2.3 Approve APR	None	1 day	Office of the RD/ Asst. Regional Director
	2.4 Prepare Abstract of Canvass upon receipt of complete price quotation	None	1 day	Clerk I/ Supply & Property Mgt. Section
	2.5 Use Purchase Order for supplies, materials and services not available at PS-DBM	None	1 day	AO V/Supply and Procurement Management Section
	2.6 Use Obligation Request and Status / Budget Utilization Request and Status to obligate fund	None	5 days	Budget Officer Budget Office
	2.7 Certify cash availability	None	1 day	Accountant III Accounting Office
	3. Serve Purchase Order	None	1 day	AO V/Supply and Procurement Management Section
	3.1 Delivery of purchased items	None	1 day	
		None	Note: Delivery date may vary - 120 CD for	

			laboratory supplies/equipment (or longer if imported) - 15 CD for common-use supplies (or longer, depending on the availability at PS-DBM and/or on "Order Basis")	
	3.2 Prepare Inspection and Acceptance Report	None	1 day	<i>Clerk I / AO V</i> Supply and Procurement Management Section
	3.3 Inspect supplies, materials and equipment; Sign and indicate date of inspection if found within specification  Note: For items not within specifications, return to supplier for immediate disposition	None	1 day Note: May depend on the availability of the inspector	<i>Inspection Committee</i>
	3.4 Prepare supporting documents for processing of	None	2 days	<i>BAC</i> <i>Secretariat/Clerk I/</i> Supply and Procurement

	payment			Management Section
	3.5 Processing of Payment	None	1 day	AO V / Admin Assistant I / Admin Aide VI Cash Section
4. Receive supplies, materials and equipment (whenever available)	4. Release of supplies, materials and equipment (whenever available) to end-users upon receipt of approved Requisition and Issue Slip (RIS)	None		AO V / SRA Supply and Procurement Management Section
	Note: - Property Acknowledgm ent Receipt (PAR) is issued to end- user for equipment (above ₱ 15,000.00) - Inventory Custodian Slip is issued to end-user for tangible items less than ₱ 15,000.00			

## 7. Filing and Handling of Customer Complaints

This process covers the receipt, investigation, decision and corrective actions on complaints to ensure that all customer complaints are resolved.

<b>Office or Division:</b>	Office of the Regional Director			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Client who is a Transacting Public G2B - Government to Business Entity G2G - Government to Government			
<b>Who may avail:</b>	Clients, Other Government Agencies, LGUs, Private Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written Complaint / Filled-up Complaint Form (1 original)		Department of Science and Technology Regional Office VIII - Office of the Regional Director / Secretary's Desk or Public Assistance Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a written complaint, filled up complaint form or thru phone call	1. Receive and acknowledge complaint. 1.1 Ensure that Complaint Form is properly filled up if applicable 1.2 Record in the complaint logbook. 1.3 Forward Complaint Form / letter to the Quality Manager.	None	1 hour	<i>Concerned Personnel</i> Concerned Office/Division
	1.4 Evaluate validity of complaint by gathering and verifying necessary information from the concerned unit/section/division in question.		4 hours	<i>Quality Manager / Section or Unit Head</i> Concerned Office/Division



	1.5 If valid, refer to the concerned ARD for appropriate action in accordance with DOST-QMS-02 (Nonconformity and Corrective Action).  If not valid, inform customer through writing.			
	1.6 Issue Corrective Action Report (CAR)			<i>Concerned ARD</i> Concerned Office/Division
	1.7 Conduct Root Cause Analysis 1.8 Identification of appropriate corrective action and immediate correction. 1.9 Update Complaint Form		3 hours	<i>Concerned Section or Unit Head</i> Concerned Office/Division
2. Receive information provided by DOST VIII	2. Inform immediate corrections taken to address the complaint through letter. 2.1 Countersign in corresponding space in the Complaint Form		1 hour	<i>Quality Manager</i>
	2.2 Sign all of the written correspondence			<i>Regional Director</i> Office of the Regional Director

## 8. Monitoring of On-going Scholars

Section VII-C. DOST-SEI S&T Undergraduate Scholarship agreement, scholars are required to submit periodic reports at the beginning and end of every semester/trimester/quarter term (official copy of grades, registration form and statement of accounts).

Office or Division:	Technical Operations Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client who is a Transacting Public			
Who may avail:	DOST-SEI RA 7687, RA 10612 and Merit ongoing scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TO-SCH-F05, Control List of Ongoing RA 7687/JLSS Scholars		DOST Regional Offices		
TO-SCH-F08, Tracking Form for Processing of Scholarship Documents				
TO-SCH-F13, S & T Scholarships Acknowledgment Receipt				
TO-SCH-F19/20, S&T Scholarship Monitoring Sheet (Semestral/Trimestral)				
Registration Form for the current semester enrolled (3 photocopies)		University where enrolled		
Official Grades during the immediately preceding semester enrolled (1 original, 2 photocopies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up S&T Scholarships - Acknowledgment Receipt (TO-SCH-F13) with the following S&T documents and compute semestral weighted average (SWA)	1. Receive and check completeness of requirements  1.1 Verify completeness of documents submitted  1.2 If the requirement/s is/are complete. Receive and affix signature to the acknowledgement	None	1 day	Scholarship Staff Technical Operations Division

	<p>receipt TO-SCH-F13. Detach scholar's copy and return to the scholar as proof of submission</p> <p>1.3 If the requirement/s is/ are incomplete (transmitted from PSTC's or received by mail). Inform through text, call or email to submit lacking documents or return to PSTC's</p> <p>1.4 Assess submitted documents and stamp the file copy, preferably on the Copy of Grades with the Tracking Form for processing of scholarship documents- complete and fill up applicable fields.</p> <ul style="list-style-type: none"> <li>- Computed grades</li> <li>- Verify subjects/units enrolled in curriculum.</li> </ul>			
	1.5 Encode received documents to the database of incoming communication.	None	1 day	<i>Scholarship Staff</i> Technical Operations Division
	1.6 Forward documents to the project leader of the scholarship section for final	None	4 days	<i>Scholarship Staff</i> Technical Operations Division

	<p>evaluation and encoding in the control list (TO-SCH-F05)</p> <p>1.7 Identify good standing, no report, non-compliance and scholars with academic deficiencies.</p> <p>Scholars with good standing status will be processed for release.</p> <p>For scholars who did not meet the grade requirement (refer to Scholar's Handbook for grade requirements), update S&amp;T Scholarship Monitoring Sheet-Semestral/trimestral (TO-SCH-F19/F20), whichever is applicable, and schedule for evaluation, while complicated cases will be endorsed to SEI for appropriate action/s. Refer to TO-SCH-03, Handling of Scholarship Appeals.</p>			
<b>TOTAL:</b>			6 days	

## 9. Releasing of Financial Assistance

Section VI. DOST-SEI S&T Undergraduate Scholarship agreement, good standing scholars are entitled to receive financial assistance (monthly stipend, book allowance, tuition and other school fees, transportation expenses, and clothing expenses) during the period of actual study subject to availability of funds for the purpose and to pertinent government accounting and auditing rules.

Office or Division:	Technical Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DOST-SEI RA 7687, RA 10612 and Merit ongoing scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TO-SCH-F05, Control List of Ongoing Scholars		DOST Regional Offices		
TO-SCH-F08, Tracking Slip for Processing of Scholarship Documents				
TO-SCH-F07, Scholars Financial Assistance Monitoring Sheet				
TO-SCH-F013, S&T Acknowledgement Receipt				
TO-SCH-F01, Financial Assistance Payroll-Assorted Period				
TO-SCH-F02, Financial Assistance Payroll-Regular Period				
TO-SCH-F03, Tuition and Other Fees Payroll- Regular Period				
TO-SCH-F04, Tuition and Other Fees Payroll- Assorted Period				
TO-SCH-F09, Transportation Reimbursement Payroll				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Check completeness of requirements and Tracking Form for Processing of Scholarship Documents (TO-SCH-F08).	None	2 days	Scholarship Staff Technical Operations Division

	1.1 Release FA only to good standing scholars.			
	1.2 Verify scholar's status and validity of Financial Assistance to be released.	None		
	1.3 Encode in the database and record date of updating in (TO-SCH-F08)	None		
	1.4 Prepare and print draft Payroll <ul style="list-style-type: none"> <li>• TO-SCH-F01</li> <li>• TO-SCH-F02</li> <li>• TO-SCH-F03</li> <li>• TO-SCH-F04</li> <li>• TO-SCH-F09</li> </ul>	None		
	1.5 Review accuracy and correctness of payroll. Check that all payments are valid for every scholar and ensure that their account numbers are correct. Stamp, "Checked and Verified" and affix signature below the name of preparer.	None	3 days	<i>Scholarship Staff</i> Technical Operations Division
	1.6 Log Financial Assistance released per scholar based on the			<i>Project Coordinator</i> Technical Operations Division

	generated payroll in the list, TO-SCH-F05			
	1.7 Reprint verified Payrolls and together with FinDES Report (if applicable), forward to authorized personnel for signature.	None	1 day	<b>Payrolls:</b> <i>Project Coordinator, Project Staff, RD Technical Operations Division / Office of the RD</i>  <b>finDES:</b> <i>Project Coordinator, Project Staff, Accountant, Budget Officer, ARD for FAS Technical Operations Division / FAS</i>
	1.8 Collate signed DV's, BURS, FinDES (if applicable), and payroll.	None	1 day	<i>Scholarship Staff Technical Operations Division</i>
	1.9 Encode payments to be made in the Logbook of Disbursements and forward to Finance and Administrative Services for processing of payments.	None		<i>FAS Personnel Finance and Administrative Services</i>

<b>TOTAL:</b>		7 working days	
---------------	--	----------------	--

## 10. Provision of SETUP Innovation-Enabling Fund (iFund)

The iFund is one of the services provided under SETUP which intends to enable qualified industry associations and enterprises to gain access to appropriate technology, innovations and technical assistance to improve production efficiency, product quality and competitiveness. Under this modality, the beneficiaries refund the total cost of the assistance to the government for three to five years without interest.

<b>Office or Division:</b>	Technical Operations
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B-Government to Business, G2G-Government to Government
<b>Who may avail:</b>	(1) Enterprise or industry association based in the Philippines, wholly owned by Filipino citizens and willing to apply innovations to improve existing products, services and/or operations. (2) Any government entity (including state universities and colleges) operating business-like projects/activities for entrepreneurs/ graduates of entrepreneurship. (3) Applicant with no previous accountabilities with DOST.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Requirements for the Evaluation of Project Proposals:</b>	
Letter of Intent that should state the company's interest to avail and commitment to refund the iFund support and cover the insurance for the acquired equipment (1 original)	Proponent Insurance for the acquired equipment from GSIS.
Comprehensive Proposal following DOST's prescribed format (1 original)	PSTC / Technical Operations Division
Updated Mayor's Permit and licenses (1 photocopy) For NGOs/POs: Latest Articles of	LGUs, DTI SEC, CDA where applicable



Incorporation, or the Articles of Cooperation, showing the original incorporators/organizers and the Secretary's certificate for incumbent officers, together with the Certificate of Filing (1 Authenticated copy)	
Company's/institution's official receipt/sales invoice (1 photocopy)	Proponent
Board/Legislative Council Resolution authorizing the availment of the assistance and designating authorized signatories for the funding assistance (1 photocopy)	For Corporation/Cooperative/SUCs: Board of Directors For LGUs: Sangguniang Panlalawigan/ Panlungsod
In-House Financial Statements (Income Statement, Balance Sheet & Cash Flow Statement) with notarized Sworn Statement that all information provided are correct and true (1 original) <ul style="list-style-type: none"> <li>• Small and Medium Enterprises - past three years</li> <li>• Micro-enterprises - at least one year</li> </ul>	Proponent
1. Sworn affidavit that none of the incorporators/officials or applicant is related to the approving authority (Regional Director) up to the third degree of consanguinity and affinity and that the proponent has no bad debt (1 original)	Proponent
2. Complete technical specifications of equipment to be purchased and design/drawing of equipment to be fabricated, as determined in the TNA Report (1 original)	Proponent/Supplier
3. Three (3) quotations from suppliers/fabricators for each equipment to be purchased/fabricated (1 original per quotation)	Supplier
4. Co-maker	Proponent
5. Additional requirements for NGOs/POs: <ol style="list-style-type: none"> <li>a. Disclosure by the NGO/PO of other related business, if any and extent of ownership therein</li> <li>b. Work and Financial Plan (WFP) &amp; Sources &amp; Details of Proponents Equity Participation in the Project</li> <li>c. List and/or photographs of similar projects previously completed by the NGO/PO, if any, indicating the source of funds for their implementation.</li> </ol>	Proponent
<b>Additional Requirements for Approved</b>	

<b>Projects (all shall be original)</b>				
1. Tagged bank account (preferably with Land Bank of the Philippines)		Proponent		
2. Post-Dated Checks for the repayment		Proponent		
3. Irrevocable Purchase Order issued to supplier of equipment		Proponent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit project proposal with complete requirements to PSTC	1. Receive project proposal with complete attachments 1.1 Endorse the project proposal for evaluation	None	1 day	<i>Concerned PSTC Technical Operations Division</i>
2. Present the proposed project to the evaluators	2. Technical evaluation 2.1 Review and technical evaluation	none	10 days	<i>Third Party RTEC</i>
3. Revise and submit project proposal, if applicable	3. Receive revised proposal, if applicable	none	5 days	<i>Concerned PSTC Technical Operations Division</i>
	3.1 Review and recommendation of revised project proposal (RTEC Executive Report)	none	5 days	<i>Third Party RTEC and ARD for TO</i>
	3.2 Disapproval/ Approval of the project	none	5 days	<i>ExeCom and RD</i>
4. Sign MOA and Project Risk Assessment and submit Authorization to Tag Account, Letter of Introduction from Bank, Photocopy of Bank account, Pre-Implementation PIS, existing plant	4. Receive documents 4.1 Process MOA	None	7 days	<i>Concerned PSTC and iFund Unit Technical Operations Division</i>

layout and pictures of production area, applicable PDCs.				
	4.2 Fund Release 4.3 Process DV	None	5 days	<i>iFund Unit / FAS</i> Technical Operations / Finance and Administrative Division
5. Submit notarized acknowledgement receipt.	5. Receive notarized acknowledgement receipt.	None	2 days	<i>Concerned PSTC</i> Technical Operations Division

## 11. Processing of Proposals and Provision of Assistance under the Grants-in-Aid Program

The program provides grants for the implementation of programs/projects identified in the current DOST priorities and thrusts and supports S&T activities classified in the General Appropriations Act (GAA).

<b>Office or Division:</b>	Technical Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government, G2B – Government to Business
<b>Who may avail:</b>	(1) Agency or organization that are equipped with technical, managerial, financial, and marketing capabilities. (2) Project leader must be a Filipino Citizen with no existing accountabilities with DOST and its agencies and no pending administrative or criminal case involving financial transactions.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Requirements for the Evaluation of Project Proposals:</b>	
<i>General Requirements:</i>	
Letter of Intent of the Proponent (1 original)	Proponent
Project Proposal using the project proposal format for DOST GIA program. Preparer should sign at the end of the proposal (1 original)	PSTC / Technical Operations Division
Board resolution to authorize a representative from the company/institution to conduct business and enter into contract with DOST, if applicable. (1 photocopy)	For LGUs: Sangguniang Panlalawigan/Panlungsod  For SUCs: Board of Directors  For Cooperatives/Corporations: Board of Directors
*For LGUs and SUCs, if the proposal is	

endorsed by the Local Chief Executive/President, the board resolution is to be submitted upon approval to authorize a representative to enter into contract with DOST.	
One (1) quotation from suppliers/fabricators of the equipment to be purchased/fabricated (1 photocopy)	Suppliers
Complete technical design/drawing of the equipment to be purchased/ fabricated, if applicable. (Pictures of the equipment may be attached) (1 photocopy)	Proponent or Suppliers
Profile of the company/institution (1 photocopy)	Proponent
Accreditation Certificates (if any) (1 photocopy)	DOLE, and other agencies, if applicable
Names of the Members of the Project Team (1 photocopy)	Proponent
Curriculum Vitae of the Project Leader and other co-researchers/implementers (1 photocopy)	Proponent
<b>Additional requirements for the Private Sector/CSOs (e.g. NGOs, POs):</b>	
Copy of business permits and licenses (1 photocopy)	SEC, CDA, Municipal/City Mayor's Office, DTI, where applicable
Audited Financial Statements for the past 3 years (Income Statement, Balance Sheet, Cash Flow Statement) original (1 photocopy)	Proponent
Latest Income Tax Return and Tax Clearance (1 photocopy)	BIR
Certificate of Accreditation from DOST as Funding Agency (1 original)	DOST VI
Disclosure of other related business, if any and extent of ownership therein (1 original)	Proponent
Work and Financial Plan (WFP) & Sources & Details of Proponents Equity Participation in the Project (using the company's own format reflecting the project & all other related businesses) (1 original)	Proponent
List and/or photographs of similar projects previously completed by the NGO/PO, if any, indicating the source of funds for their implementation (1 photocopy)	Proponent

A sworn affidavit of the Secretary of the NGO/PO that none of its incorporators, organizers, directors or officials is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of the DOST. Relationship of these nature shall automatically disqualify the NGO/PO from being granted the fund (1 original)		Proponent		
Institution's Official Receipt (OR) (1 photocopy)  *should be consistent with its business registration		Proponent		
<b>Additional Requirements for Approved Projects</b>				
Bank details where the fund assistance will be deposited (1 original)		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit project proposal with complete requirements to PSTC	1. Receive project proposal with complete attachments 1.1 Endorse the project proposal for evaluation	None	1 day	<i>Concerned PSTC Technical Operations Division</i>
2. Present the proposed project to the evaluators	2. Technical Evaluation	None	11 days	<i>RTEC and Concerned PSTC</i>
3. Revise and submit project proposal, if applicable	3. Receive revised project proposal, if applicable	None	5 days	<i>Concerned PSTC Technical Operations Division</i>
	3.1 Review and recommendation of revised project proposal (RTEC Executive Report)	None	6 days	<i>RTEC</i>
	3.2 Approval/ Disapproval of	None	5 days	<i>ExeCom and RD</i>

	the project			
4. Submit additional requirements  Sign the MOA	4. If approved, receive additional requirements 4.1 Process MOA	None	5 days	<i>Concerned PSTC and GIA Unit Technical Operations Division</i>
5. Issue Official Receipt and/or Acknowledgment receipt and sign DV	5. Fund Release 5.1 Process DV	None	7 days	<i>GIA Unit / FAS</i>

## 12. Technical Consultancy Services

This process covers all requests for technical consultancy and / or expert / technical services to include the following:

- Consultancy for Agricultural Productivity Enhancement (CAPE)
- Manufacturing Productivity Extension Program (MPEX)
- Cleaner Production Technologies (CP) Program
- Energy Audit (EA) Program)
- Food Safety (FS) Program
- Packaging and Labeling Assistance Program
- Technology Training Programs

<b>Office or Division:</b>	Technical Operations Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B-Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	(1) Enterprise or industry association based in the Philippines, wholly owned by Filipino citizens and willing to apply innovations to improve existing products, services and/or operations. (2) Any government entity (including LGUs, state universities and colleges) operating business-like projects/activities for entrepreneurs/ graduates of entrepreneurship. (3) Applicant with no previous accountabilities with DOST.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Request for Technical Assistance Form		Respective PSTC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request for Technical Assistance (RTA) form at respective	1. Receive request form  1.1 PSTC personnel conduct	None	1 day	<i>Concerned PSTC Technical Operations Division</i>

PSTC	preliminary interview with the client			
2. Accommodate DOST Staff to conduct pre-qualification	2. Site visit and assessment	None	5 days	Concerned PSTC Technical Operations Division
	2.1 Conduct pre-qualification			
	2.2 Process RTA with complete attachments	None	1 day	Concerned PSTC Technical Operations Division
	2.3 Endorse RTA	None		Concerned PSTD ARD Technical Operations Division
	2.4 Recommend RTA	None		
	2.5 Approve RTA to generate Job Order	None	2 days	Regional Director Office of the RD
	2.6 Receive the RTA			Head, Technical Consultancy Services (TCS)
3. Client signs terms and conditions	3. Matching of Consultants with Firm Beneficiaries	None	1 day	Project Management Team (PMT), Program Technical Team (PTT) Technical Operations Division
	3.1 The PMT meets with the PTT to match the accredited consultants with the firm-beneficiaries.	None	5 days	
	3.2 Prepare Memorandum of Agreement (MOA)	None	1 day	TCS Staff, Technical Operations Division
	3.3 Prepare and facilitate the signing, notarization and distribution of	None	3 days	

	the MOA among concerned parties.			
	3.4 Conduct of pre-implementation meeting with consultant	None	2 days	
4. Accommodate DOST and Consultant in the conduct of consultancy engagement	4. Deploy Consultants  4.1 The PSTC personnel and the PMT join the consultant in the conduct of first visit and walkthrough/assessment.	None	5 days	Concerned PSTC, PMT, PTT Technical Services Division
5. Receipt of assessment report and recommendations	5. Presentation of evaluated technical reports	None	15 days	TCS, PMT, PTT Technical Services Division

### 13. Technology Training

The conduct of technology trainings is one of the critical services DOST agencies provide to their customers. In the case of DOST Regional Offices, the trainings are mostly being conducted as part of the assistance given under SETUP. The resource persons are usually subject matter specialists coming not only from the DOST Regional Offices but also from other DOST agencies, other government agencies, academe, and the private sector. On the part of other DOST agencies, training activities are being conducted under their respective programs.

<b>Office or Division:</b>	Technical Operations
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B-Government to Business, G2G-Government to Government
<b>Who may avail:</b>	(1) Enterprise or industry association based in the Philippines, wholly owned by Filipino citizens and willing to apply innovations to improve existing products, services and/or operations. (2) Any government entity (including state universities and colleges) operating business-like projects/activities for entrepreneurs/



		graduates of entrepreneurship. (3) Applicant with no previous accountabilities with DOST.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request for Technical Assistance (RTA) Form		Respective PSTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Technical Assistance (LRTA) at respective PSTC	1. Receive LRTA	None	1 day	Concerned PSTC Technical Operations Division
	1.1 PSTC personnel conduct preliminary interview			
	1.2 Process LRTA with complete attachments			
	1.3 Endorse LRTA			
	1.4 Recommend LRTA	None	1 day	Concerned PSTC Technical Operations Division Concerned PSTD ARD Technical Operations Division
	1.5 Approve LRTA to generate Job Order	None		
	1.6 Process Job Order	None	1 day	Project Management Team (PMT) Technical Operations Division
	1.7 Request expert/s who will conduct the training	None	25 days	TCS Staff, Project Management Team (PMT) Technical Operations Division
	1.8 Request expert/s from DOST RDIs and other accredited expert/s and confirm their availability.			
	1.9 Inform the PSTCs			

	regarding the availability of expert/s and tentative schedule of training.			
	<p>1.10 Prepare Documents</p> <p>1.11 Prepare the Special Order, Travel Order, Itinerary of Travel, and other travel documents of expert/s and facilitate the signing of Terms and Conditions/ Contracts of Services of Accredited Local Expert.</p>		5 days	<p><i>TCS Staff, Project Management Team (PMT) Technical Operations Division</i></p>
2. Accommodate DOST and Expert in the conduct of Technology Training	<p>2. Deploy Technical Experts</p> <p>2.1 The PSTC personnel accompanies the expert in the conduct of technology training</p>	none	5 days	<p><i>TCS Staff, Concerned PSTC, PMT, PTT Technical Services Division</i></p>

## 14. Provision of Label Design Development Service

Label Design Development is one of the services under the Packaging and Labeling Assistance Program. It includes fresh and innovative design concepts with all output set to comply with labeling rules and requirements under Philippine regulations. The program is intended to boost the competitiveness of products through the provision of packaging related services.

<b>Office or Division:</b>	Technical Operations			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B-Government to Business			
<b>Who may avail:</b>	Enterprise or industry association based in the Philippines, wholly owned by Filipino citizens with products preferably under the DOST priority sectors e.g. processed food.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Requirements for the Evaluation of Project Proposals:</b>				
Accomplished Request for Technical Assistance (RTA)		Concerned PSTC		
Accomplished Job Order Form (JO)		Concerned PSTC		
1. Actual product 2. Existing packaging 3. Existing product label, if available 4. Product information e.g. product name, brand name, company name and address, ingredients, net content, bar code, etc.		Provided by the customer		
Nutrition Facts Information if available		Provided by the customer from a testing laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled up Request for Technical Assistance and Job Order Form to PSTC	Receive and evaluate RTA/JO with complete requirements and information • Endorse RTA/JO for approval	None	1 day	Concerned PSTC
	Recommendation and approval of RTA/JO	None	1 day	ARD, RD
	Prepare 1 <sup>st</sup> draft of label design	None	10 days	Program Technical Team (PTT)
Evaluate 1 <sup>st</sup> draft and submit comments for revision, if any.	Receive 1 <sup>st</sup> draft with comments for revision, if any.	None	5 days	PTT, PSTC

	<ul style="list-style-type: none"> <li>• If approved by customer, proceed to printing of label</li> <li>• If for revision, prepare label design final draft.</li> </ul>			
Evaluate and approve label design final draft	Receive approved final draft of label design <ul style="list-style-type: none"> <li>• Validate label design</li> <li>• Print labels</li> <li>• Burn label designs to CDs</li> <li>• Select packaging materials, if applicable.</li> </ul>	None	10 days	PTT, PSTC
Receive printed label design, soft copy of label design and packaging materials, if applicable.	Receive signed Acknowledgement Receipt from customer	None	1 day	PTT, PSTC

## 15. Provision of Laboratory Testing/Calibration Services

The Regional Standards and Testing Laboratory (RSTL) of the DOST Region VI is composed of Microbiological Testing Laboratory (MTL), Chemical Testing Laboratory (CTL) and Metrology Laboratory (MTRL). It provides laboratory testing and calibration services to industries, academe, local government units, private institutions and individuals. These laboratory services are critical in product quality assurance as well as product development requirements of micro, small and medium enterprises. Likewise, these services are very important to public institutions and local government units particularly in addressing public welfare and consumer protection concerns.

### Schedule to Avail of Services:

Monday – Wednesday: 8:00 AM - 12:00 PM  
(Sample Acceptance for Testing Services)

Monday – Thursday : 8:00 AM - 3:00 PM  
(Sample Acceptance for Calibration Services)

Monday – Friday : 8:00 AM – 5:00 PM  
(Releasing of Report of Analysis/Calibration Certificate)

<b>Office or Division:</b>	Technical Operations Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public			
<b>Who may avail:</b>	Enterprises from the Industries, academe, local government units, private institutions and individuals and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please see List of RSTL Services, Fees, Requirements and Turnaround Time (Annex B)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample/s for analysis/calibration and specifies service requirement/s	1. Evaluate service requirements based on capability/resources of the laboratory.  1.1 If capable, proceed to service validity determination. If not, refer to other laboratory/ies.  1.2 Determine validity of the requested service.  1.3 If capable and valid, explains to customer test fees, policies on acceptance of samples, the analyses/ calibration involved, including estimated due date of completion. If unacceptable to customer, refer to other laboratory/ies.	N/A	3 minutes	<i>Officer of the Day</i> RSTL   <i>Technical Manager</i> RSTL   <i>Officer of the Day</i> RSTL
2. For new client, fill out sample receiving slip. For returning client, provide name/ sample description.  Review the information encoded in the	2. Encode the transaction information into the ULIMS.  2.1 Print out two (2) copies of Test Service Request Form (TSRF) and have them reviewed and signed by the	N/A	10 minutes	<i>Officer of the Day</i> RSTL

system by the officer of the day.	customer. Gives one copy to the customer.  2.2 Fill-out the Sample Receiving Logbook			
3. Present TSRF and Pays Test Fees	3. Receive payment and issues Official Receipt (OR).	Please see Annex B	5 minutes	Cashier/ Special Collecting Officer FAS
4. Present OR to RSTL Officer of the Day	4. Write the OR number on both copies of the TSRF and gives the duplicate copy to customer/s.  4.1 Label and endorse the sample and copy of TSRF to the Technical Manager.  4.2 Sign the TSRF.	N/A	1 minute	Officer of the Day RSTL   Technical Manager RSTL
	4.3 Conducts sample testing/ calibration	N/A	Please see Annex B	CTL/MTL/MTRL RSTL
5. Present copy of the TSRF or Official Receipt (OR) or other required documents.	5. Check the validity of the document. If invalid, return to customer and advise the customer to resubmit the required documents.	N/A	1 minute	Officer of the Day RSTL
	5.1 Retrieve the test report/calibration certificate from file and stamps the second copy to reflect the following information:  Received by: Date released: Released by:	N/A	3 minutes	Officer of the Day RSTL
6. Sign the "Received by" portion of the	6. Request customer to sign the "Received by" portion of the	N/A	2 minutes	Officer of the Day RSTL

second copy.	second copy. 6.1 Fill up “released and released by” portions of the second copy.			
7. Sign the “Claimed by” portion in the Job Order Logbook.	7. Request customer to sign the “Claimed by” portion in the Job Order Logbook. 7.1 Check and update the Logbook.	N/A	1 minute	Officer of the Day RSTL
8. Receive original test report.	8. Release original copy of test report/calibration certificate			

## 16. Deployment of STARBOOKS

The deployment of STARBOOKS or the Science and Technology Research Based Openly Operated Kiosk is one of the services provided by the DOST-Science and Technology Information Institute. STARBOOKS is a digital science library with reliable resource materials made available to interested companies, local government units, non-government organizations, and educational institutions.

<b>Office or Division:</b>	Technical Operations Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B-Government to Business, G2G-Government to Government		
<b>Who may avail:</b>	(1) Academic institutions (2) Local Government Units (3) National Government Agencies (4) Non-Governmental Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Intent that should state the requesting party’s interest to avail of STARBOOKS (1 original)		Proponent	
Partner Institutional Profile (PIP) form (1 original)		PSTC/Knowledge Management Unit	
Memorandum of Understanding (MOU) signed by the institution head and witness from the proponent.		PSTC/Knowledge Management Unit Proponent	
Company’s/institution’s official receipt/sales invoice (1 photocopy)		Proponent	

Request for Technical Assistance (1 original)		PSTC/Knowledge Management Unit		
Equipment: <ul style="list-style-type: none"> <li>•Computer Set (Server)</li> <li>•Computer Set (Terminal)</li> <li>•Network Hub and Cables</li> <li>•Printer (Optional)</li> <li>•STARBOOKS Server minimum specifications:               <ol style="list-style-type: none"> <li>1. Processor – Intel Core i3, Intel Core i5 or higher</li> <li>2. Memory - 2GB or 4GB (highest compatible to Processor and Motherboard)</li> <li>3. Hard Drive – 1TB 7200rpm SATA or @TB 7200rpm SATA</li> <li>4. Video Card – built in will do or 1 GB DDR3 128bit</li> <li>5. Motherboard – highest compatible with processor, RAM and Video Card</li> <li>6. Optical Drive – DVD-RW 22X SATA (optional)</li> <li>7. Networking LAN – 10-Base-T (or higher)</li> <li>8. Power Supply – ATX 600W PSU</li> <li>9. Monitor – 20” LED (mountable with screw)</li> <li>10. Keyboard/Mouse – USB Keyboard and mouse</li> <li>11. Headset – 2.5m wired headset or longer</li> <li>12. Casing – mini-tower</li> <li>13. UPS – 500 VA (master compatibility)</li> <li>14. Operating System – Windows 7 or latest</li> </ol> </li> </ul>		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Intent (LOI).	1. Validation and acceptance of PSTCs.	None	1-2 days	Concerned PSTC Technical Operations Division
2. Fill-out the Request for Technical Assistance (RTA) and Partner	2. Validation and acceptance of PSTCs.	None	30 minutes	Concerned PSTC Technical Operations Division



Institutional Profile (PIP) forms.				
3. Prepare the Memorandum of Understanding (MOU) signed by the institution head and witness from the beneficiary.	3. Receive the requirements and signing of MOU by the Regional Director.	None	1-2 days	<i>Concerned PSTC / Concerned Staff</i> KMU / Technical Operations Division
4. Notarization of Memorandum of Understanding (MOU).	4. Facilitate notarization of MOU.	None	1-2 days	<i>Concerned Staff</i> KMU / Technical Operations Division
5. Receive approval of request.	5. Send the requirements (PIP and MOU) to DOST-STII Central Office for configuration of Institution Code	None	1 day	<i>Concerned PSTC</i> Technical Operations Division
6. Send PC with minimum requirements for STARBOOKS installation.	6. Configuration and installation of STARBOOKS	None	3 days	<i>Concerned PSTC / Concerned Staff</i> KMU / Technical Operations Division
7. Receiving of PC with STARBOOKS	7. Orientation on the use of STARBOOKS	None	1 day	<i>Concerned PSTC / Concerned Staff</i> KMU / Technical Operations Division

## **Regional Office Internal Services**

## 17. Processing of Payments

To provide a comprehensive guide in processing of payments.

<b>Office or Division:</b>	Finance and Administrative Services (FAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public			
<b>Who may avail:</b>	DOST VIII Personnel/suppliers/ service providers and other parties that can claim payment for official financial transactions related to DOST-VIII operations.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Voucher (2 original)		Claimant		
Obligation Request and Status/Budget Utilization Report Status form (2 original)		Claimant		
Supporting Documents per COA Circular 2012-001 (See Annex A) (1 original, 1 photocopy)		Claimant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete set of claim documents to the FAS-Authorized Personnel	1. Receive the claim documents	None	1/4 day	<i>Authorized Personnel of the day FAS</i>
	1.1 Obligate the fund		1/4 day	<i>Budget Officer/Authorized Personnel FAS</i>
	1.2 Evaluate the claim and completeness of supporting documents; encode in the Registry of Allotment and Notice of Cash Allocations (RANCA); certify availability of cash; and prepare JEV.		1 day	<i>Accountant/ Authorized Personnel FAS</i>
	1.3 Approval of Payment		1/4 day	<i>Regional Director/ Authorized Representative</i>

	1.4 Prepare and sign LDDAP-ADA/Check		1/2 day	Clerk II/Cashier/ Accountant/ARD FAS
	1.5 Release payment (Check)		1/4 day	Cashier/ Authorized Personnel FAS
TOTAL			2 ½ Days	

## 18. Processing of Application for Leave

To provide a guide in the processing and application for vacation, sick, special, and other leave privileges.

<b>Office or Division:</b>	Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public			
<b>Who may avail:</b>	DOST VIII Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Application for Leave (2 original)		HRM Office		
Medical Certificate (if sick leave is more than 5 days) (2 photocopies)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submits Application for Leave	1. Receive and record application	None	¼ day	Receiving Officer Office of the RD
	1.1 Forward to HR designate		¼ day	Receiving Officer FAS
	1.2 Fill-up and sign Certificate of Leave Credits		½ day	HR Designate FAS
	1.3 Forward to concerned ARD		¼ day	HR Designate FAS
	1.4 Recommend Application		¼ day	Concerned Asst. Regional Director TO / FAS

	1.5 Approve/ Disapprove application		¼ day	Regional Director Office of the RD
<b>TOTAL</b>			1 ¾ days	

*Note: Applicant is informed if application is disapproved.*

## 19. Preventive Maintenance

To provide a guide in the maintenance of equipment at predetermined schedule.

<b>Office or Division:</b>	Workplace Safety and Maintenance Unit / FAS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public			
<b>Who may avail:</b>	DOST VIII Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Annual Preventive Maintenance Plan (1 original)		Maintenance Officers - IT Officer for IT Equipment - SRA/Supply and Property Management Section for Airconditioning Units - Admin. Aide IV (Driver) for Motor Vehicles		
Maintenance Checklist (1 original)		Maintenance Officers - IT Officer for IT Equipment - SRA/Supply and Property Management Section for Airconditioning Units - Admin. Aide IV (Driver) for Motor Vehicles		
Preventive Maintenance Log Sheet (1 original)		Maintenance Officers - IT Officer for IT Equipment - SRA/Supply and Property Management Section for Airconditioning Units - Admin. Aide IV (Driver) for Motor Vehicles		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare Annual Preventive Maintenance Plan (APMP)	None	2 days	Maintenance Officers (IT, Airconditioning Units, Motor Vehicles)
	2. Approve APMP	None	¼ day	Maintenance Officers (IT, Airconditioning Units, Motor Vehicles)
Conduct of Preventive Maintenance	3. Update Preventive	None	1 day	Maintenance Officers (IT, Airconditioning

according to APMP	Maintenance Log Sheet			Units, Motor Vehicles)
	a. Fill-up Maintenance Checklist			
TOTAL			3 ¼ days	

#### 4. Corrective Maintenance of Infrastructure Facilities

To provide a guide in the processing the corrective maintenance activities at the DOST VIII Regional Office and the Provincial Science and Technology Centers Office Buildings.

<b>Office or Division:</b>	General Services Unit/FAS			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client who is a Transacting Public			
<b>Who may avail:</b>	DOST VIII Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Maintenance Checklist (1 original)		General Services Unit/FAS		
Pre-repair Inspection and Service Report (1 original)		Supply and Property Management Section		
Purchase Request/Request for Service (2 original)		Supply and Property Management Section		
Maintenance/Repair Record (1 original)		General Services Unit/FAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit Maintenance Checklist or report complaint verbally	Receive Maintenance Checklist or record complaints a.1. Complaints are summarized and prioritized	None	¼ day	<i>General Services Unit</i>  <i>Project Assistant II/ FAS</i>
Submits Pre-repair Inspection and Service Report	Investigate complaint  1.1 Fill up Findings in the form and recommends if	None	1 day	<i>PA II/ FAS</i>

	there are supplies to be purchased or the repair service will be outsourced			
Submits Purchase Request/Request for Service	Forward to Supply Officer	None	¼ day	<i>PA II/fas</i>
	Conduct Repair Work (outsourced)	None	6 days or as needed	<i>Outsourced/ service provider</i>
	Record activities in Pre-Repair and Service Report  Record date and details of the repair in the Maintenance/ repair record	None	½ day	<i>Safety and Maintenance Coordinator Office of the RD</i>
TOTAL			8 days	

## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the Customer Satisfaction Feedback (CSF) thru form or system. CSF may be received at the PSTCs or at the Regional Office.</p> <p>Contact info: 053 323 6036 or email at dost8ord@gmail.com</p>
How feedbacks are processed	<p>Concerned Head discuss customer feedback with concerned unit.</p> <p>Concerned unit takes appropriate action. Communications made to the customer are recorded accordingly.</p> <p>Concerned unit reports action taken. Actions taken relative to the customer feedback may be relayed to management during meetings or as part of the customer satisfaction report.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: 053 323 6036/053 323 6356 or send an email to dost8ord@gmail.com.</p>
How to file a complaint	<p>Submit a written complaint or filled up complaint form. Can be filed via email or thru phone call. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: 053 323 6036/053 323 6356 or send an email to dost8ord@gmail.com.</p>
How complaints are processed	<p>Concerned personnel receives and acknowledges complaint. The receiving officer/personnel ensures that Complaint Form is properly filled up if applicable, record information in the complaint logbook and forward it or the letter to the Quality Manager.</p> <p>Quality Manager/Section or Unit Head evaluates validity of complaint by gathering and verifying necessary information from the concerned unit/section/division in question. If valid, refer to the concerned ARD for appropriate action. If not valid, customer will be informed through writing.</p> <p>Concerned ARD issued Corrective Action Report (CAR). Concerned Section or Unit Head will conduct Root</p>



	<p>Cause Analysis, identify appropriate corrective action and immediate correction.</p> <p>Quality Manager informs the client the immediate corrections taken to address the complaint through letter and countersigns in corresponding space in the Complaint Form.</p> <p>The Regional Director signs all of the written correspondence.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

## VII. List of Offices

Nam of Office	Contact Information	
	Address	Email Adress
DOST Regional Office No. VIII	Gov't. Center, Candahug, Palo, Leyte	records@region8.dost.gov.ph
PSTC Leyte	Gov't. Center, Candahug, Palo, Leyte	johnglenn.ocana@region8.dost.gov.ph
PSTC Biliran	BipSU Compd., Naval, Biliran	romeo.dignos@region8.dost.gov.ph
PSTC Southern Leyte	Capitol Site, Maasin City, Southern Leyte	pstcsoleytedost@gmail.com
PSTC Eastern Samar	ESSU Compd., Borongan City, Eastern Samar	atamoscojr@region8.dost.gov.ph
PSTC Samar	SSU Compd., Catbalogan City, Samar	Samar_dost8@yahoo.com
PSTC Northern Samar	UEP Compd., Catarman, Northern Samar	Dost.psto.nsamar@gmail.com

## Annex A

### Documentary Requirements per COA Circular 2012-001

#### 1. Payment of Reimbursement for Local Travel Claims

Travel Order/Office Order  
 Itinerary of Travel  
 Authority to Attend HR Activity (HR related)  
 Invitation from Activity Organizer/Host Agency, if applicable  
 Cert. of Travel Completed  
 Cert. of Appearance  
 Official Receipts (taxi, bus, other PUVs, terminal fee receipt/ticket)  
 Annex A for transportation expenses with no receipt issued per COA\_C2017-001  
 Justification for taxi claim/ use of TNVS  
 Official Receipts (for hotel accommodation) subject to provisions of EO77  
 Cert. of Absolute Necessity (claim for hotel accom.) subject to provisions of EO77  
 Airline Itinerary Receipt  
 Airline Boarding Pass

#### 2. Payment of Reimbursement for Foreign Travel Claims

Travel Order/Office Order  
 Itinerary of Travel  
 Invitation of host/ sponsoring country/agency/organization  
 For plane fare, quotation of 3 travel agencies or its equivalent  
 Flight itinerary issued by the airline/ticketing office/travel agency  
 Plane Boarding Pass  
 Copy of UNDP rate for the DSA  
 Document on the dollar-peso exchange rate  
 Cert. of Travel Completed  
 Cert. of Appearance  
 Official Receipts (for hotel accomm.) subject to provisions of EO77  
 Cert. of Absolute Necessity (claim for hotel accom.) subject to provisions of EO77  
 Narrative Report on trip undertaken

#### 3. Payment of Cash Advance for Local Travel

Travel Order/Office Order  
 Itinerary of Travel  
 Authority to Attend HR Activity (if HR related)  
 Invitation from Activity Organizer/Host Agency, if applicable  
 Certification from Accountant that claimant has no unliquidated Cash Advance

4. Payment of Cash Advance for Foreign Travel

Travel Order/Office Order  
Itinerary of Travel  
Invitation of host/ sponsoring country/agency/organization  
For plane fare, quotation of 3 travel agencies or its equivalent  
Flight itinerary issued by the airline/ticketing office/travel agency  
Copy of UNDP rate for the DSA  
Document on the dollar-peso exchange rate at the date of grant of cash advance  
Certification from Accountant that claimant has no unliquidated Cash Advance

5. Payment of Honoraria

Performance evaluation plan as basis for rating the performance  
Office Order  
Terms of reference  
Certificate of Completion of project deliverables  
Special Project Plan (for Special Projects)  
Authority to Collect honoraria  
Certificate of acceptance by the agency head of the deliverables per project component  
Computation of Honoraria (per DBM BC 2007-1 &2)

6. Payment of First Salary

Certified true copy of approved appointment  
Assignment Order, if applicable  
Certified true copy of Oath of Office  
Certificate of Assumption to Duty  
Statement of Assets, Liabilities and Net worth  
Approved DTR

7. Payment of Last Salary

Clearance from money, property and legal accountabilities  
Approved DTR

8. Payment of Terminal Leave Benefits

Clearance from money, property and legal accountabilities  
Certificate of Leave Credits  
Approved Leave Application  
Complete Service Record  
Statement of Assets, Liabilities and Net worth  
Notice of Salary Adjustment  
Computation of Terminal Leave Benefits  
Applicant's Authorization to deduct all financial obligations with the agency  
Affidavit of no pending criminal investigation or prosecution  
Letter of intent to retire/letter of resignation duly approved/accepted by the Head of Agency

9. Payment of Monetization of Leave Credits

Approved Leave Application Justification (for monetization of 50% or more of the accumulated leave credits)
--

10. Payment for Suppliers and Service Providers

Billing Statement Letter of Introduction (for account validation of new suppliers as required by the GSB)
--

## Annex B

### List of RSTL Services, Fees, Requirements and Turnaround Time

#### Microbiological Testing Laboratory (MTL)

(Submission of all samples should be pre-arranged/scheduled with the laboratory)

Sample Type	Test Service/Parameter	Test Method	Fee Per Sample (Php)	*Turnaround Time (Working Days)	Sample Requirement	
					Amount	Container
Food and Food Products	Aerobic Plate Count	Pour Plate Method	550.00	5	At least 200g or as packed	Sterile or as packed
	Total coliform MPN	Multiple Tube Fermentation Technique	550.00	7		
	<i>E. coli</i> Count	Multiple Tube Fermentation Technique	1,000.00	10		
	<i>Staphylococcus aureus</i>	Spread plate	1,200.00	10		
	Yeast and Molds Count	Pour Plate Method	550.00	10		
	Detection of <i>Salmonella</i>	3M Petrifilm	1,000.00	5		
Water (Drinking, Well Water, Source, Finished Product, Dialysis Water) and Ice	Heterotrophic Plate Count (HPC)	Pour Plate Method	550.00	5	At least 200 ml	**Sterile, wide-mouthed glass bottle or as bottled
	Fecal coliform Count	Multiple Tube Fermentation Technique	550.00	5		
	Total coliform Count	Multiple Tube Fermentation Technique	550.00	5		
	<i>E. coli</i> Count	Multiple Tube Fermentation Technique	1,000.00	5		
	Fecal coli + HPC	As cited above	1,100.00	5		
	Fecal coli + Total coli + HPC	- do -	1,200.00	5		
	Fecal coli + Total coli + HPC + <i>E. coli</i>	- do -	1,700.00	5		
	Fecal coli + Total coli	- do -	1,000.00	5		
	Fecal coli + <i>E. coli</i>	- do -	1,000.00	5		
	Fecal coliform	Presence-Absence	500.00	5		
	Total coliform/ <i>E. coli</i>	Collilert-18 Enzyme Substrate (Presence-Absence)	800.00	1	100ml	**Sterile bottle
	Total coli/ <i>E. coli</i>	Collilert-18 Enzyme Substrate (Multi-Well Quanti-Tray)	1,000.00	1	100ml	**Sterile bottle
Wastewater/ Environmental water	Total coliform Count	Multiple Tube Fermentation Technique	550.00	7	At least 200 ml	**Sterile, wide-mouthed glass bottle
	Fecal coliform Count	- do -	550.00	7		
	Total coli + Fecal coli	- do -	1,000.00	7		
	<i>E. coli</i> Count	- do -	1,000.00	7		
Swab of Food Contact Surfaces	Aerobic Plate Count	Pour Plate Method	550.00	5	N/A	**Sterile tube with sterile diluent

- \*Turnaround Time – refers to the time from receipt of sample until Report of Analysis/Calibration is ready for release.
- \*\*Container is provided by the laboratory.

### Chemical Testing Laboratory (CTL)

(Submission of all samples other than water should be pre-arranged/scheduled with the laboratory)

Sample Type	Test service/ parameter	Test Method	Fee Per Sample (Php)	*Turn-around Time (Working days)	Sample Requirement	
					Amount	Container
Water/ Wastewater	pH value	Potentiometry, SMEWW	350.00	1	At least 2-liter sample or 500 mL per parameter	Plastic or Glass
	Color	Visual Comparison, SMEWW	250.00	1		
	Turbidity	Nephelometry, SMEWW	300.00	1		
	Total Dissolved Solids (TDS)	Gravimetry, SMEWW	600.00	4		
	Chloride	Argentometry, SMEWW	750.00	2		
	Total Hardness (TH)	Titrimetry, EDTA, SMEWW	700.00	2		
	Calcium Hardness	Titrimetry, EDTA, SMEWW	700.00	2		
	Total Hardness, Calcium & Magnesium	Titrimetry, EDTA SMEWW	1,400.00	2		
	Total Suspended Solids (TSS)	Gravimetry, SMEWW	650.00	2		
	Total Solids	Gravimetry, SMEWW	400.00	4		
	Alkalinity	Titrimetry, AOAC	500.00	2		
	Carbonates/ Bicarbonates	Titrimetry, AOAC	500.00	2		
	Conductivity	Laboratory Method, AOAC	350.00	1		
	Acidity	Titrimetry, AOAC	500.00	2		Plastic, Glass (Borosilicate)
	Salinity	Refractometry	300.00	1		Glass, wax seal
	Residual Chlorine	DPD Colorimetric Test Kit	750.00	1	500 ml	Glass, amber bottle
	Metals: Iron (Fe), Manganese (Mn), Zinc (Zn)	MPAES Direct Aspiration	1,000.00 per metal	2	At least 1-liter sample	Plastic
	Total Metals: Lead (Pb), Cadmium (Cd), Chromium (Cr), Copper (Cu)	MPAES after Nitric Acid Digestion	1,200.00 per metal	3		
	Oil and Grease	Liquid-liquid partition and Gravimetry	1,000.00	3	At least 1-liter/ trial per sample	Glass, wide-mouth
	pH, Color, Turbidity, TDS, TH, and Chloride		2,950.00	10	2-liter sample	Plastic

<b>Alcoholic Drinks, Beverage and Preparation</b>	Acidity, Total Titratable	Titrimetry, AOAC	560.00	2	At least 500 ml	Plastic, Glass (Borosilicate)
	Alcohol Content	Pycnometer, AOAC	300.00	2		Plastic or Glass
	Alcohol Content (with distillation)		480.00	3		
	pH	Potentiometry, SMEWW	350.00	1		
<b>Fats and Oils</b>	Free Fatty Acid	Titrimetry, AOAC	500.00	2	At least 250 g or 250 ml	Plastic or Glass
	Iodine Value		600.00	2		
	Peroxide Value		600.00	2		
	Saponification Value		800.00	2		
<b>Food and Feeds</b>	Ash	Gravimetry, AOAC	550.00	3	At least 250 g	Plastic or Glass
	Moisture	Gravimetry, AOAC	400.00	2-5		
	Total Fat	Soxhlet Method Using Petroleum Ether with Acid Hydrolysis	1,100.00	4		
	Crude Fat	Soxhlet Method Using Petroleum Ether	1,100.00	3		
	Crude Protein/ Nitrogen, Total	Kjeldahl Method using Block Digestion & Steam Distillation	1,000.00	3		
	Crude Fiber	Weende Method, AOAC	1,380.00	4		
	Acidity	Titrimetry, AOAC		2		
	Total Carbohydrate & Energy	Calculation	180.00	1		
	pH	Potentiometry, SMEWW	350.00	1	At least 250 g	Plastic or Glass
	Total Sugar	Lane-Eynon, AOAC		4		
	Water Activity	Water activity meter	375.00	1		
	Minerals: Sodium (Na), Potassium (K), Calcium (Ca), Magnesium (Mg), Iron (Fe), Manganese (Mn), Zinc (Zn)	MPAES after Dry-Ashing	1,920.00 per metal	3		
	Chloride/ Salt as NaCl	Volhard Method, AOAC	700.00	3		
	Proximate Analysis (ash, moisture, fat, protein, total carbohydrate and energy)		3,230.00	15		
	Proximate + Total sugar + Sodium (Na) + Nutrition Facts		7,750.00	20	At least 250 g and 1 or more standard packaging size	
<b>Sugar and Syrups</b>	Ash	Gravimetry, AOAC	550.00	3	At least 250 g	Plastic or Glass
	Brix/Total Soluble Solids	Refractometry	480.00	1		
	Total solids	Gravimetry, Oven, AOAC	400.00	2-5		
	Moisture	Gravimetry, Oven, AOAC	400.00	2-5		



	Reducing Sugar	Lane-Eynon, Munson & Walker, AOAC	800.00	2		
	Total Sugar		1,100.00	4		
	Sucrose		1,500.00	4		
<b>Salt</b>	Chloride/NaCl in salt	Volhard Method, AOAC	700.00	3	At least 250 g	Plastic
	Iodine	Iodometry	700.00	3		
	Moisture	Gravimetry, AOAC	400.00	3		
<b>Limestone, Quicklime, Hydrated Lime</b>	Available Lime	AOAC, Lane-Eynon, Munson & Walker	500.00	2	At least 250 g	Plastic
	Calcium Oxide	Gravimetry	600.00	4		
	Moisture content		400.00	3		
<b>Fertilizer/ Soil</b>	pH	Potentiometry, AOAC	350.00	1	At least 250 g	Plastic
	Ash	Gravimetry, AOAC	550.00	3		
	Moisture		400.00	3		
	Total Nitrogen	Kjeldahl Method	1,000.00	3		

- \*Turnaround Time – refers to the time from receipt of sample until Report of Analysis/Calibration is ready for release.

### Metrology Laboratory (MTRL)

Service	Sample	Calibration Method	Fee Per Sample (Php)	Turnaround Time (Working days)	Sample Requirement
Mass Calibration	<b>TEST WEIGHTS (F Series)</b>				
	1 mg to 50 g	OIML	800.00		
	50 g to 500 g	OIML	650.00		
	500 g to 10 kg	OIML	950.00		
	10 kg to 20 kg	OIML	1050.00		
	10 to 20kg	OIML	800.00		
	<b>TEST WEIGHTS (M Series)</b>				
	1 mg to 500 g	OIML	450.00		
	500 g to 10 kg	OIML	600.00		
	500 g to 10 kg	OIML	700.00		
	10 kg to 50 kg	OIML			
	<b>WEIGHING DEVICES</b>				
	Special Accuracy I (Up to 2kg)	OIML (Using Class E2)	2000.00	Calibration done on-site	
	High Accuracy II	OIML (Using Class F1/F2)	1,200.00		
	Medium Accuracy III	OIML (Using Class M1)	1,080.00		
	Ordinary Accuracy IIII	OIML (Using Class M1)	1,080.00		
	*Additional Fee for every tonne thereafter in excess of 1 tonne		20.00		
Volume Calibration	<b>TEST MEASURES</b>				
	Test Measure (Volumetric), 10L	Volumetric	500.00		
	Test Measure (Volumetric), 20L	Volumetric	600.00		
	Test Measure (Gravimetric), 10L	Gravimetric	1,800.00		
	Test Measure (Gravimetric), 20L	Gravimetric	2,000.00		
	Fuel Dispensing Pump per Nozzle		700.00		

Service	Sample	Calibration Method	Fee (Php)	Service Duration	Sample Requirement
Volume Calibration	<b>ROAD TANKER</b>				
	Up to 5,000 L		1,000.00		
	5,000-10,000 L		1,500.00		
	10,000-15,000 L		2,000.00		
	15,000-20,000 L		2,500.00	day, on a pre-arranged schedule with the laboratory	
	20,000-25,000 L		3,000.00		
	25,000-30,000 L		3,500.00		
	30,000-35,000 L		4,000.00		
	35,000-40,000 L		4,500.00		
	40,000-45,000 L		5,000.00		
	45,000-50,000 L		5,500.00		
	<b>PROVING TANKS</b>				
	100-400 L		1,500.00		
	500-2,000 L		3,000.00		
	2,000-5,000 L		4,500.00		

ON-SITE Calibration	Fee (Php)
Within 50 km radius from base laboratory (per day)	2,000.00
More than 50 km radius from base laboratory (per day)	3,000.00

- \*Turnaround Time – refers to the time from receipt of sample until Report of Analysis/Calibration is ready for release.