



DEPARTMENT OF SCIENCE AND TECHNOLOGY  
REGIONAL OFFICE NO. VIII

CITIZEN'S CHARTER  
2019 (1<sup>st</sup> Edition)

## **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 regional and countryside development with equity.

## **III. Mission:**

To spearhead scientific, technological an innovation effort and ensures that these results to maximum economic and social benefits for the people of the region.

## **IV. Service Pledge:**

We are committed to provide products and services to both the government and private sectors in Region VIII with the highest standards of quality and responsibility within our capabilities and resources according to customer and all applicable statutory and regulatory requirements; to address risks and opportunities, and to continuously improve the effectiveness of our Quality Management System at all times in order to meet customer satisfaction.

## LIST OF SERVICES

### **DOST Region VIII**

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# DOST Region VIII

## External Services

### 1. Grants-In-Aid (GIA) Program

The Grants-In-Aid (GIA) 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.

<b>Office or Division:</b>	Technical Operations Division
<b>Classification:</b>	Highly Technical Applications
<b>Type of Transaction:</b>	G2G, G2B
<b>Who may avail:</b>	Other National Government Agencies, Provincial/Local Government Units, and Academe
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Letter of Intent (LOI) to avail of the GIA program.</li> <li>2. Complete project proposal following the DOST format.</li> <li>3. Detailed breakdown of the required fund assistance to indicate the counterpart of the proponent's institution and other fund sources to be accompanied by a cash program indicating the cash requirements of the project on a monthly basis.</li> <li>4. Sangguniang Bayan Resolution for LGUs and Board Resolution for SUCs.</li> <li>5. Certificate of Registration (DTI, SEC, CDA or other related legal documents).</li> <li>6. Curriculum vitae of Project Leader and other researchers/implementers.</li> <li>7. Accomplishment reports and audited financial reports of previous DOST-GIA funded projects (if any).</li> <li>8. Approval from the institution's ethics review board for research involving human subjects or from an institutional animal care and use committee for animal subjects (if applicable).</li> <li>9. Clearance from National Committee on</li> </ol>	<p>GIA Coordinator, DOST Region 8, Government Center, Candahug, Palo, Leyte</p> <p>PSTC Leyte, DOST8 Compd., Government Center, Candahug, Palo, Leyte</p> <p>PSTC Biliran, BipSU Compd., Naval, Biliran</p> <p>PSTC Southern Leyte, Capitol Site, Maasin, Southern Leyte</p> <p>PSTC Eastern Samar, ESSU Compd., Borongan City, Eastern Samar</p> <p>PSTC Samar, SSU Compd., Catbalogan City, Samar</p> <p>PSTC Northern Samar, UEP Compd., Catarman, Northern Samar</p>

Biosafety of the Philippines for proposals with biosafety implications (if applicable).				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Letter of Intent (LOI) to avail of GIA Assistance	Receives and evaluates LOI	None	1 Day	PSTDs
	Conducts Technology Needs Assessment (TNA)	None	1 Day	PSTDs
Submits project proposal together with the requirements to the Provincial Science and Technology Center (PSTC).	Accepts project proposal/s and requirements and conducts initial review/evaluation based on the DOST-GIA guidelines and priority thrusts.	None	1 day	PSTDs
	Endorses the project proposal to the DOST Regional Office.	None	1 day	PSTDs
	Evaluates project proposal/s if it conforms with the requirements and guidelines of the GIA program.  Project proposal/s is/are scheduled for internal RTEC evaluation.	None	1 days	Regional GIA Coordinator
	Conducts technical and financial evaluation of the proposal/s.	None	1 day	RTEC
	Informs proponent, through the PSTCs, of the results of evaluation.	None	1 day	GIA Coordinator

	<p>If approved without comments, processes the approval documents.</p> <p>Prepares RTEC report and issue approval letter.</p>			
	<p>Prepares Memorandum of Agreement (MOA).</p> <p>Facilitates signing of MOA and notarization of MOA.</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>1 days</p>	<p>GIA Coordinator</p> <p>GIA Coordinator and PSTDs</p>
	<p>Prepare disbursement voucher and obligation for the release of funds and forward to FASD for processing.</p>	<p>None</p>	<p>1 day</p>	<p>GIA Coordinator</p>
	<p>Inform customer in writing regarding the availability of funds.</p>	<p>None</p>	<p>1 day</p>	<p>GIA Coordinator</p>
Issue Official Receipt or Acknowledgment of Receipt for the financial assistant	<p>Receives, and maintain all project documents.</p>	<p>None</p>	<p>1 day</p>	<p>GIA Coordinator</p>
<b>TOTAL:</b>		<b>None</b>	<b>12 Days</b>	

## 2. Small and Medium Enterprises Technology Upgrading Program (SETUP)

SETUP is a nationwide strategy of the Department of Science and Technology to address the needs and requirements of enterprises through technology and equipment upgrading, strengthening of innovation capability, increasing productivity and producing quality products to contribute in the attainment of sustainable and inclusive growth in the countryside.

<b>Office or Division:</b>	Technical Operations Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C, G2G
<b>Who may avail:</b>	<p>(1) Micro, Small, and Medium Enterprises wholly owned by Filipino citizens and willing to apply technological innovations to improve existing products, services and/or operations.</p> <p>(2) Any government entity (including state universities and colleges), cooperative, civil society organization, and academic institutions operating business-like projects/activities (such as Common Service Facilities, innovation/incubation centers) for entrepreneurs/graduates of entrepreneurship.</p>
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> <li>1. Letter of intent to avail of SETUP assistance</li> <li>2. DOST TNA Form 1, "Application for Technology Needs Assessment"</li> <li>3. Proposal using SETUP Form 1</li> <li>4. Copy of business permits and licenses</li> <li>5. Certificate of Registration (DTI, SEC, CDA, whichever is applicable)</li> <li>6. Article of Incorporation for cooperatives and associations as proponent.</li> <li>7. Board/Legislative Council resolution for corporations, cooperatives and LGUs.</li> <li>8. Financial statements for the past three (3) years for Small and Medium enterprises and at least one (1) year for micro-enterprises together with notarized Sworn Statement from the proponent</li> </ol>	WHERE TO SECURE
	<p>Regional Project Management Office (RPMO), DOST Region 8, Government Center, Candahug, Palo, Leyte</p> <p>PSTC Leyte, DOST8 Compd., Government Center, Candahug, Palo, Leyte</p> <p>PSTC Biliran, BipSU Compd., Naval, Biliran</p> <p>PSTC Southern Leyte, Capitol Site, Maasin, Southern Leyte</p> <p>PSTC Eastern Samar, ESSU Compd., Borongan City, Eastern Samar</p> <p>PSTC Samar, SSU Compd., Catbalogan City, Samar</p> <p>PSTC Northern Samar, UEP Compd., Catarman, Northern Samar</p>

9. Sworn affidavit that none of the incorporators/officials are related to the approving authority. 10. Projected financial statements for the next five (5) years. 11. Complete technical specifications and design/drawing of equipment 12. Three (3) quotations from suppliers/fabricators for each equipment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Letter of Intent (LOI) to avail of SETUP Assistance	Receives and evaluates LOI	None	0.5 day	PSTDs
	Conducts Technology Needs Assessment (TNA)	None	3 days	PSTDs
Submits project proposal with the complete requirements	Receives and evaluates project proposal and requirements.	None	1 day	PSTDs
	Endorse complete proposal to the regional office through the RPMO.		1 day	PSTDs
	Informs the beneficiary to submit the lacking requirement(s).	None	0.5day	PSTDs
Submits lacking requirements to the PSTCs	Checks completeness of documents and endorses the same to the Regional Office.	None	0.5 day	PSTDs
	Review and evaluation by the	None	1 day	PSTDs & RPMO



Complies with the requirements, comments, and recommendations.	Regional Technical Evaluation Committee (Internal RTEC). Conducts Internal RTEC Review  Returns project proposals to the proponent, through the PSTCs. Records project proposals for External RTEC evaluation	None	1 day	PSTDs & RPMO
Submits Bank Account Information (Landbank), Authorization to Tag Bank Account and issues 37 Post Dated Checks (PDCs)	Issues letter of Approval	None	0.5 day	RPMO
Issues Acknowledgement of Receipt for the financial assistance	Drafts Memorandum of Agreement (MOA) between the DOST Region VIII and the beneficiary(ies).	None	1 day	RPMO & PSTDs
	Submits MOA to RPMO/ Notarize MOA	None	2 days	PSTDs & RPMO
	Process release of project assistance Receives, and maintain all project documents.	None	5 days	RPMO & PSTDs

Submits Irrevocable Purchase Order (IPO) and Billing Statement for the approved equipment.	Receives / evaluate document  Drafts Certification addressed to the Landbank to untag account	None	1 day	RPMO
<b>TOTAL:</b>		<b>None</b>	<b>18 Days</b>	

### 3. Consultancy Services

The regional office provides technical consultancy programs under the Manufacturing Productivity Extension (MPEX), Consultancy for Agricultural Productivity Enhancement (CAPE), Food Safety, Cleaner Production, and Energy Audit. This is to ensure the proper provision of technical consultancy to customers through TCS in order to improve the existing operations of the firms/farms.

Manufacturing Productivity Extension (MPEX) Program assists micro small and medium enterprises (MSMEs) in the manufacturing sector to attain higher productivity through improvements in the overall operation of the firm.

The Consultancy for Agricultural Productivity Enhancement (CAPE) Program assist farmers or agri-based enterprises to improve the productivity in the agricultural sector through judicious application of S&T innovations.

Food Safety (FS) Program was established to promote the adoption of safe food handling practices among food processors and other stakeholders of the processed food industry in complying with Food Safety requirements, standards, and regulations.

Energy Audit (EA) Program is a systematic analysis of an energy consuming facility by examining existing practices on energy utilization, identify strategies and alternatives to reduce energy cost, and improve energy efficiency. The Energy Audit team are tasked to promote energy conservation and energy efficiency practices in the region.

Cleaner Production (CP) Technology Program involves the deployment of consultants to assist MSMEs in the manufacturing sector by determining and recommending integrated environmental strategies and policies required to enterprises, in order to increase efficiency, reduce pollution and waste, wastewater, and emissions, as well as minimize risks to humans and the environment.

<b>Office or Division:</b>	Technical Operations Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Any MSMEs engaged in food processing, manufacturing of furniture and fixtures, gifts and holiday decors, metals fabrication, and other manufacturing firms identified as priority area of the Small and Medium Enterprises Technology Upgrading Program 2.0 (SETUP 2.0) and agri-based enterprises.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client may submits Letter of Intent (LOI) and accomplished Request & Criteria for Assistance Form (PM-TO-TCS-08-02-F1) to the Provincial Science and Technology Centers (PSTCs).		Regional Coordinator, Consultancy Services, DOST Region 8, Government Center, Candahug, Palo, Leyte PSTC Leyte, DOST8 Compd., Government Center, Candahug, Palo, Leyte PSTC Biliran, BipSU Compd., Naval, Biliran PSTC Southern Leyte, Capitol Site, Maasin, Southern Leyte PSTC Eastern Samar, ESSU Compd., Borongan City, Eastern Samar PSTC Samar, SSU Compd., Catbalogan City, Samar PSTC Northern Samar, UEP Compd., Catarman, Northern Samar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits Letter of Intent (LOI) and accomplished Request & Criteria for Assistance Form (PM-TO-TCS-08-02-F1)	Receives and evaluates LOI	None	0.5 day	PSTDs
	Schedule preliminary site assessment and conduct Technology Need Assessment	None	1 day	PSTDs
	Endorses LOI, accomplished RCAF, TNA Report to DOST8, through the Technical Consultancy Unit Head	None	0.5 day	PSTDs
	Organizes accredited consultants or	None	1 day	Regional Coordinator, Consultancy Services

	experts who will assist the farm/firm.			
	Conducts matching session with the experts and clients to identify technology needs of the firm.	None	1 day	Consultancy Team, TCS Coordinators, and PSTDs
	Facilitates drafting and forging of Memorandum of Agreement (MOA) between DOST Region8 and Consultancy Team.	None	1 day	Regional Coordinator, Consultancy Services, and PSTDs
	Process release of project assistance to Agency of the Consultancy Team (CT)	None	2 days	Finance and Admin. Services Office
	Inform proponent of the schedule of site assessment.	None	1 day	Regional Coordinators, and PSTDs
	Conducts sites assessment with TCS Regional Coordinator, PSTCs and Consultancy Team (CT)	None	2 days	Regional Coordinators, PSTDs & CT
Complies with the recommendations.	Receives and evaluates Inception Report and facilitates the release consultancy assistance to the consultancy team.	None	1 day	Regional Coordinators
Conforms/negotiate on the recommendations	Facilitates conduct of consultancy activities.	None	2 days	Regional Coordinator, PSTDs & CT
Conforms with recommendations/ass	CT submits Progress Report	None	2 days	CT

Assessment of consultancy services	Evaluates report	None	0.5 day	Regional Coordinator, PSTDs & CT
	CT submits Final Reports	None	1 day	Regional Coordinator, PSTDs & CT
	Evaluates report	None	1 day	Regional Coordinator, PSTDs & CT
<b>TOTAL:</b>		<b>None</b>	<b>17.5 Days</b>	

#### 4. Product Packaging and Labeling Assistance

The packaging and labeling services of DOST region VIII aims to assist SMEs to (a) contain and protect their product from environmental effects, (2) provide complete information on the product's label, and (3) enable products to be stored, stacked, conveyed, delivered and distributed to target destination in the most effective and efficient manner.

<b>Office or Division:</b>	Technical Operations Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Micro, Small and Medium Enterprises (SME)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request for packaging and labeling assistance 2. Accomplished Package Design Brief Form 3. Customer Profile Form 4. Payment for requested services		Regional Project Management Office (RPMO), DOST Region 8, Government Center, Candahug, Palo, Leyte PSTC Leyte, DOST8 Compd., Government Center, Candahug, Palo, Leyte PSTC Biliran, BipSU Compd., Naval, Biliran PSTC Southern Leyte, Capitol Site, Maasin, Southern Leyte PSTC Eastern Samar, ESSU Compd., Borongan City, Eastern Samar PSTC Samar, SSU Compd., Catbalogan City, Samar PSTC Northern Samar, UEP Compd., Catarman, Northern Samar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits (1) letter request for packaging and labeling assistance, (2)	Evaluates the letter request for packaging and labeling assistance	None	1 day	PSTDs

Accomplished Customer Profile Form to PSTCs.	Package Design Brief Form, and accomplished Customer Profile Form			
	Endorses the letter request accomplished package design brief form and customer profile form to the DOST Regional Office No. VIII	None	1 day	PSTDs
Pay the corresponding packaging and labelling service/s fee to PTD-ITDI	Endorses to PTD-ITDI package design brief form and the customer profile form	Service Fee is based on the ITDI-PTD Rates	1 day	RPMO Staff
	Send results of packaging and labeling service/s from PTD-ITDI to customer	None	1 day	RPMO Staff
	Draft label design is forwarded to customer. If approved, label design will be finalized.	None	7 days	RPMO Staff
	If disapproved, customer will forward their comment for label design revisions.	None	Depending on the speed of the customer's action to submit the revised label design	PSTDs
	Request customer to sign conforme portion of accomplished Release Form and release soft copy (in CD) of the final design	None	1 days	RPMO Staff
TOTAL:		None	12 Days	

## 5. Testing and Calibration Services

RSTLs were established nationwide as one of the national strategies of the Department of Science and Technology to complement with tests and calibrations requirements of DOST-SETUP assisted MSMEs, and other enterprises in order to meet primarily the statutory & regulatory requirements, and to ultimately improved productivity and product quality to contribute in the attainment of sustainable and inclusive growth in the countryside, for national development.

<b>Office or Division:</b>	Regional Standards and Testing Laboratory			
<b>Classification:</b>	Highly Technical Applications			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	(1) Micro, Small, and Medium Enterprises  (2) Government and Private Institutions to include state colleges & universities, other academic and R&D institutions, water districts, clinic & hospitals, cooperative, civil society organizations, operating business-like projects/activities such as Common Service Facilities, innovation centers, TBIs, and etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Sample / Tests Material 2. Job Request Form (JRF)		Regional Standards and Testing Laboratory (RSTL), DOST Region VIII, Government Center, Candahug, Palo, Leyte		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits sample	Customer's Relation Officer (CRO)	Test fee depends on number of samples and parameters	5 min.	RSTL
Accomplished JRF	CRO with Customer	None	3 min.	RSTL
Payment of test fee	Cashier	None	2 min.	RSTL
Submit accomplished JRF with official receipt	CRO	None	1 min	RSTL
Forward submitted sample/tests material to appropriate RSTL laboratory unit	CRO	None	30 min.	RSTL
Conducts test/calibration	Analyst	None	The time to accomplish the service is dependent on	RSTL

			the type of test/service being required. Duration of test is based on standard procedures per test.	
Printing of draft Test Report/Certificate, check, and review	Analyst /TM	None	5 min.	RSTL
Printing of final Test Report/Certificate, check, review, sign, counter signature, sign for approval.	Analyst/TM/QM/ARD/RD	None	0.5 day	RSTL
Forward RD signed Test Report/Certificate to RSTL	ORD Secretary	None	2 min.	Secretary, ORD
Customer claims Test Report/Certificate	CRO	None	1 min.	RSTL
<b>Total</b>			<b>20 days (max)</b>	



## 6. DOST – SEI Undergraduate Scholarship Program

The DOST Undergraduate Scholarship program was conceived by virtue of the Science and Technology Scholarship Act of 1994 due to the government's promise to promote the development of the country's science and technology human resources in line with economic development and to provide the capability required in the areas of research, development, innovation as well as their utilization. The scholarship program has two (2) components: (1) RA 7687; and (2) Merit. Scholarships under RA 7687 category reaches out to poor, talented and deserving students desiring to pursue baccalaureate degrees in science and technology along identified priority areas in selected higher education institutions in the country while scholarship under merit category reaches out to talented and deserving students desiring to pursue science and technology courses whose parents' income is more than the poverty threshold.

<b>Office or Division:</b>	Technical Operations Division – STHRDPIC Unit		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C, G2B		
<b>Who may avail:</b>	<b>ELIGIBILITY CRITERIA</b>	<b>RA 7687</b>	<b>MERIT</b>
	• Natural-born Filipino citizen;	✓	✓
	• Poor, talented and deserving student who belongs to a family whose socio-economic status does not exceed the set values of certain indicators;	✓	x
	• Member of the STEM Strand senior high school graduating class; OR	✓	✓
	• Member of the top five (5%) of the Non-STEM senior high school graduating class;		
	• Resident of the municipality for the last four (4) years as attested by the barangay chairman;	✓	x
	• Of good moral character and in good health; and	✓	✓
	• Qualify the S&T scholarship examination	✓	✓

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
ITEMS TO BE SUBMITTED	RA 7687	MERIT	Coordinator, DOST Undergraduate Scholarship Program, DOST Region VIII, Government Center, Candahug, Palo, Leyte PSTC Leyte, DOST8 Compd., Government Center, Candahug, Palo, Leyte PSTC Biliran, BipSU Compd., Naval, Biliran PSTC Southern Leyte, Capitol Site, Maasin, Southern Leyte PSTC Eastern Samar, ESSU Compd., Borongan City, Eastern Samar PSTC Samar, SSU Compd., Catbalogan City, Samar PSTC Northern Samar, UEP Compd., Catarman, Northern Samar		
Form A: Personal Information	✓	✓			
Form B: Household Information Questionnaire	✓	x			
Form C: Certificate of Good Moral Character	✓	✓			
Form D: Certificate of Good Health	✓	✓			
Form E1: Principal's Certification that applicant belongs to the senior high school STEM strand class	✓	✓			
Form E2: Principal's Certification that applicant belongs to the upper 5% of the NON-STEM senior high school graduating class	✓	✓			
Form F: Certificate of Residency	✓	x			
Form G: Parent's Certification	✓	✓			
Form H: Statement of applicant that he/she has not taken any previous DOST-SEI Undergraduate Scholarship Examination and any undergraduate units or post secondary course ( <i>In case applicant has already graduated from senior high school</i> )	✓	✓			
Form I: Signed Declaration by Applicant and the Parent/Legal Guardian	✓	✓			
Two recent (1" x 1") pictures	✓	✓			
Photocopy of Birth Certificate	✓	✓			
Parent/s Income Tax Return/W2/Employment Contract/BIR Certificate of Exemption from filing of ITR/Barangay Certificate of Indigency	✓	x			
Electric Bill for 3 consecutive months	✓	x			
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application form together with the requirements.	Receives and processes application form together with the requirements. Informs applicant status of his/her application.		RA 7687 = None Merit = P200.00	4 WD	PSTCs / Scholarship Project Staff
	Encoding in the Undergraduate Scholarship Application		None	5 WD	PSTCs / Scholarship Project Staff

	System (USAS) and printing of test permit.			
Takes the scholarship examination.	Assists conduct of scholarship examination.	None	1 day	PSTCs / Scholarship Project Staff
	Informs passers of the scholarship	None	5 days	Scholarship Coordinator and PSTCs
	Facilitates signing of Scholarship Agreement between DOST8, SEI and Scholar.	None	5 days	Scholarship Coordinator and PSTCs
<b>TOTAL:</b>		<b>None</b>	<b>20 WD</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Clients may tender their feedback by accomplishing a CSF Form and submit the same to the DOST Regional Office and at the Provincial Science and Technology Centers.</p> <p>Feedbacks can also be sent thru the email address <a href="mailto:dostord@gmail.com">dostord@gmail.com</a>.</p>
How feedbacks are processed	Feedbacks are collated and analyzed by the Quality Management Representative and is being reported during DOST8 Quarterly Conference and Management Reviews.
How to file a complaint	Complaints can be filed at the DOST Regional Office No. VIII or at the Provincial Science and Technology Centers (JPSTCs).
How complaints are processed	All complaints received by the office are coursed thru the concerned Division, Section or Unit for appropriate action.
Contact Information of CCB, PCC, ARTA	<p><b>Contact Center ng Bayan</b>            Mobile No.: 0908-881-6565            Telephone No.: 1-6565            Website: <a href="http://contactcenterngbayan.gov.ph/">http://contactcenterngbayan.gov.ph/</a>            Email Address: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p><b>Presidential Complaint Center</b>            Address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila            Telephone Nos.:            1. +63(2)-8736-8645</p>

	<p>2. +63(2)-8736-8603</p> <p>3. +63(2)-8736-8629</p> <p>4. +63(2)-8736-8621(Fax)</p> <p>Website: <a href="http://contactcenterngbayan.gov.ph/">http://contactcenterngbayan.gov.ph/</a></p> <p>Email Address: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p><b>Anti-Red Tape Authority</b></p> <p>Address: Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines</p> <p>Telephone Nos.:</p> <p>1. +63(2)-478-5091</p> <p>2. +63(2)-478-5099</p> <p>Website: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a></p> <p>Email Address: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>
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## OFFICE CONTACT DETAILS

Office Name	Location	Tel No.	Contact Person	Email Address
Office of the Regional Director	Regional Office No. VIII, Government Center, Candahug, Palo, Leyte	(053) 323-6356	Ernesto M. Granada, OIC-ORD	<a href="mailto:emgranada@yahoo.com">emgranada@yahoo.com</a> ; emgranada@region8.dost.gov.ph
Secretary, Office of the Regional Director	Regional Office No. VIII, Government Center, Candahug, Palo, Leyte	(053) 323-6356	Jean Gay O. Ragub	dost8ord@gmail.com
Technical Operations Division	- do -	(053) 888-4203	Mae Anne D. Reyes, OIC-ARD-TO	madreyes2010@yahoo.com
Finance and Administrative Services Division	- do -	(053) 323-6036	Rufino E. Mengote, ARD-FAS	mengote.rufino@yahoo.com
Regional Standards and Testing Laboratory	- do -	(053) 888-0948	Emmanuel E. Lagdamen, OIC-RSTL	zlman123@yahoo.com
PSTC Leyte	- do -	(053) 832-2967	John Glenn D. Ocaña, PSTD	jg_0815@yahoo.com
PSTC Samar	SSU Compd., Catbalogan City, Samar	(055) 251-6286	Rosella L. Gopo, PSTD	rgopo@yahoo.com

Office Name	Location	Tel No.	Contact Person	Email Address
PSTC Biliran	BipSU Compd., Naval, Biliran	(053) 500-9347	Romeo L. Dignos, PSTD	rdignos@hotmail.com
PSTC Southern Leyte	Capitol Compd., Maasin City, Southern Leyte	(053) 381-3990	Florita M. Santiago, PSTD	daphne_santiago2002@yahoo.com
PSTC Northern Samar	UEP Compd., Catarman, Northern Samar	0998-192-5726	Veronica A. Laguitan, PSTD	val_dost@yahoo.com
PSTC Eastern Samar	ESSU Compd., Borongan City, Eastern Samar	0917-169-0644	Arnaldo T. Amosco, Jr., PSTD	atamoscojr@yahoo.com