



**DEPARTMENT OF SCIENCE AND
TECHNOLOGY -
ADVANCED SCIENCE AND TECHNOLOGY
INSTITUTE (DOST-ASTI)**

CITIZEN'S CHARTER

2019 (1st Edition)



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MESSAGE OF THE DIRECTOR

As mandated in Republic Act No. 9485 otherwise known as the “Anti-Red Tape Act of 2007,” we at the Department of Science and Technology - Advanced Science and Technology Institute (DOST-ASTI) are dedicated in implementing the highest standard of quality and efficiency across all our services.

As a Research and Development Institute (RDI) mandated to constantly innovate on the advanced science and technology infrastructure in the country, the DOST-ASTI is committed in delivering consistent expertise in the fields of Information and Communications Technology Research & Development, Microelectronics Research & Development, Technology Transfer, and Space Technology.

As a provision of the Anti-Red Tape Act of 2007, this Citizen's Charter aims to reflect our commitment to continuously and transparently deliver public services in line with our Quality Management System (QMS) in conformance with ISO 9001:2015. In line with this commitment, we are also open for suggestions and feedback for further improvement of our projects and services. I hereby enjoin the whole agency to embody the ideals and purpose of the DOST-ASTI Citizen's Charter.



JOEL JOSEPH S. MARCIANO, JR., Ph.D.
Acting Director, DOST-ASTI

I. Mandate:

The Advanced Science and Technology Institute is mandated to conduct the following:

1. Scientific research and development in the advanced fields of Information and Communications Technology, Microelectronics, and Biotechnology;
2. Undertake long-term researches to strengthen and modernize science and technology infrastructure;
3. Complement the overall endeavor in the scientific field with intensive activities in the computer and information technology.

II. Vision:

The Advanced Science and Technology Institute shall be among the leading Research and Development Centers in Information and Communications Technology and Electronics within the Southeast Asian region.

III. Mission:

The Advanced Science and Technology Institute is committed to the development of the Filipino society and the Philippines as a nation. We shall contribute to the attainment of national development priorities and the growth of Philippine enterprises by providing innovative solutions using ICT and Electronics technology.

IV. Service Pledge:

We commit to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate the agency to continuously reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote implementation of simplified requirements and procedures that will reduce red tape and expedite transactions of the agency;
4. Aid the public in filing and investigating complaints against personnel and/or processes in compliance to RA 11032;



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5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours.



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Service Office

Service Category

1. Implementation and Delivery of DNS Support Services

The .gov.ph domain is delegated from the root authority to the Department of Science and Technology - Advanced Science and Technology Institute (DOST-ASTI). The .gov.ph domain is for registration of Philippine Government agencies on the national level only. Registrations for provincial and chartered city level may be accepted in accordance with the policies for that domain.

Office or Division:	Knowledge Management Division			
Classification:	Technical / Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Top-level organizations and independent agencies and organizations of the Government, Autonomous law enforcement components of top-level organization, Government Owned and Controlled Corporations (GOCC), Provincial and Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 copy) <ul style="list-style-type: none"> • New .gov.ph Domain Application • .gov.ph Domain Registry Modification • .gov.ph Domain Deactivation 		.gov.ph DNS Website (http://dns.gov.ph)		
For new application, official letter of request addressed to the .gov.ph Administrator (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled-up request form either hardcopy or softcopy via email. (Attach official letter if new application)	1. Receive and log request	None	Two (2) minutes	<i>Client</i>

	1.1 Evaluate request form	None	Five (5) minutes	<i>.gov.ph Administrator KMD (MIS Team)</i>
	1.2 Process request	None	Five (5) minutes	<i>.gov.ph Administrator KMD (MIS Team)</i>
	1.3 Notify client via email	None	Three (3) minutes	<i>.gov.ph Administrator KMD (MIS Team)</i>
2.Accomplish Customer Satisfaction Survey Form online	2.Consolidate raw data	None	Ten (10) minutes	<i>Client</i>
	2.1 Analyze and report the CSR results to the management	None	One (1) working day	<i>.gov.ph Administrator KMD (MIS Team)</i>

2. Philippine Research, Education and Government Information Network (PREGINET)

PREGINET, is the national research and education network (NREN) of the Philippines that provides high-speed network connectivity to facilitate research collaborations and development among academic, government, and research institutions. It interlinks local and foreign content as well as applications benefiting the user communities in the areas of agriculture, bioinformatics, disaster mitigation, distance education, network technologies and telemedicine.

Office or Division:	Solutions and Services Engineering Division
Classification:	Highly technical
Type of Transaction:	G2G
Who may avail:	government agencies, research institutions, and state universities and colleges
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Technical Assistance (telemedicine, tele conference, PhOpenIX, IPv4/IPv6) <ul style="list-style-type: none"> Email/letter request 	Approval for Technical Assistance- PREGINET network engineers



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<ul style="list-style-type: none"> Approval via email/viber/text 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For the services, it's a paperless transaction, the partners just have to email their request to ops@pregi.net, subject to approval and availability of the technical team in the case of video conference, etc.	1. Approval of request for technical assistance. Approval depends on what has transpired between the communication of the client and the OPS team.	Free: we don't require payment since they are provided free through iGov.	Three (3) days minimum up to two (2) weeks	PREGINET network engineers for technical assistance
2. After the service has been rendered, the client is asked to answer the feedback form, which is sent via email. Answered form can either be sent as hardcopy or via email.	2. Feedback form is sent to the client via email.	None	<p>For PREGINET Team: Feedback form is given almost immediately after the event</p> <p>For Client: feedback form takes minimum of two (2) weeks.</p>	PREGINET admin staff for feedback form.

3. Computing and Archiving Research Environment (COARE) Facility

The Computing and Archiving Research Environment (COARE) Facility is one of the services offered by the DOST-ASTI that fosters collaboration among institutions by enabling multiple data integration between ASTI-initiated projects and other collaborative projects with other agencies that have high requirements for data storage and high-performance computing.

The COARE Facility provides a platform for easy storage, analysis, and sharing of scientific data by providing the following services: High-Performance Computing (HPC), Science Cloud, and Data Archiving.

Office or Division:	Research and Development Division
Classification:	Simple, Complex, Highly technical
Type of Transaction:	G2G, G2C, G2B
Who may avail:	Researchers, academe, government agencies, non-government organization (NGOs), international collaborators
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
COARE Facility Account Application	
Accomplished COARE Facility Account Application Form (https://goo.gl/forms/U3vVOwnighi5BB3E3)	DOST-ASTI – COARE Team (COARE Service Desk)
Endorsement Letter from Requester’s Supervisor	Note: Letter template already incorporated to the COARE Facility Account Application Form
COARE Facility Account Renewal	
Accomplished COARE Facility Account Renewal Form (https://goo.gl/forms/BFecCg9zga0AaLm73)	DOST-ASTI – COARE Team (COARE Service Desk)
Endorsement Letter from Requester’s Supervisor	Note: Letter template already incorporated to the COARE Facility Account Renewal Form
Support for COARE Facility services (for existing COARE Facility users)	



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Service request/incident ticket on iTop		COARE User Portal (http://asti.dost.gov.ph/coare/servicedesk)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COARE Facility Account Application/Renewal Process				
1. Submit request for Facility access	1. COARE Team to acknowledge receipt of request	None	Three (3) working hours	COARE Service Desk (gridops@asti.dost.gov.ph)
1.1. If first-time user, submit accomplished COARE Facility Account Application Form	1.1. Evaluate request upon receipt of fully-accomplished Form and submission of other relevant requirements 1.1.2. Create COARE Facility account 1.1.3. Endorse COARE Facility account credentials	None	Three (3) working hours	COARE Service Desk (gridops@asti.dost.gov.ph)



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<p>1.2. If user with expired account, submit accomplished COARE Facility Account Renewal Form</p>	<p>1.2. Evaluate request upon receipt of fully-accomplished Form and submission of other relevant requirements 1.2.2. Create COARE Facility account 1.2.3. Endorse COARE Facility account credentials</p>	<p>None</p>	<p>Three (3) working hours</p>	<p>COARE Service Desk (gridops@asti.dost.gov.ph)</p>
<p>2. Confirm successful access to the Facility</p>	<p>2. Update documentation to reflect addition/modification of user</p>	<p>None</p>		<p>COARE Service Desk (gridops@asti.dost.gov.ph)</p>
<p>COARE Facility User Support</p>				
<p>1. Submit service/support request by logging a ticket via the COARE User Portal</p>	<p>1. COARE User Portal automatically sends acknowledgment notification to user. COARE Team to assign ticket to specific support staff</p>	<p>None</p>	<p>Three (3) working hours</p>	<p>COARE Service Desk (http://asti.dost.gov.ph/coare/servicedesk)</p>

2. Communicate regularly with COARE Service Desk and update ticket as necessary	2. COARE Team to start addressing/ resolving ticket 2.1 Change ticket status to “Resolved” once issue has been resolved from the COARE Team’s end	None	One (1) to ten (10) working days	COARE Service Desk (http://asti.dost.gov.ph/coare/servicedesk)
3. Confirm resolution of ticket	3. Close ticket once user has confirmed resolution from their end			

4. EPDC Services

The Electronics Product Development Center (EPDC) is the country’s first electronics design facility that provides design, prototyping and Electromagnetic Compatibility (EMC) testing services.

EPDC houses hardware and software tools that can be used by companies or schools to design, develop and test hardware and software for electronics products for their intended applications.

Office or Division:	Research and Development Division
Classification:	Technical / Highly Technical Transaction
Type of Transaction:	G2G, G2C, G2B
Who may avail:	Companies, SMEs, students, hobbyists and government

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Prior to conduct of service</i>				
1. Request for a Quotation with details on a. Type/s of Service/s b. Client Information		Client should send an email inquiry to epdc@asti.dost.gov.ph		
Quotation of Services or PO		To be provided by EPDC with reference to RFQ. Should be signed by client to proceed with conduct of service.		
<i>After Conduct of Service</i>				
Work Completion Notice (WCN)		To be Provided by EPDC and should be signed by client to acknowledge		
Delivery Receipt (1 copy) and Order of Payment (3 copies)		To be provided by EPDC Admin; (Delivery receipt is only applicable to EPP Services)		
Statement of Account (for Term clients only)		To be provided by ASTI upon receipt of WCN		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry or request for quotation to EPDC	1. Respond to inquiry and/or provide Quotation of Services	None	One (1) working day	Apple Pagunsan/ Jimmy Tanara
2. Confirm by issuing a Confirmed Quotation or Purchase Order (PO) to EPDC	2. Proceeds to render service Prepare work completion Notice (WCN)	None	Depends on lead time of service	Julius Solomon <i>For Electromagnetic Compatibility (EMC) Services</i> Emmanuel Antonio <i>For Electronics Product Prototyping (EPP)</i>
3. Receive/sign the Work Completion Notice	3. Prepare Statement of Account (SOA) for Term Clients; Prepares Order of Payment and Delivery Receipt (if	None	One (1) day	Julius Solomon <i>For Electromagnetic Compatibility (EMC) Services</i> Emmanuel Antonio <i>For Electronics Product Prototyping (EPP)</i>

	applicable) for Cash Clients			
4. Payment of Service	4. Shall provide Official Receipt (OR) upon confirmation of payment	Depends on the type of service (see list of fees on table below)	One (1) day	Antoniette Quintos <i>Cashier</i>
5. Pick up Sample (for Testing Services) or Product (for EPP Services)	5. Conduct Customer Satisfaction Survey	None	20 minutes	Laarni Torreja

Rates/Fees for EPDC

#	Testing Service	Regular Fee (per hour)		Socialized Fee (per hour)	
		\$	Php	\$	Php
1	Electro Magnetic Compatibility (EMC) Testing	\$100.00	₱4,000.00	\$80.00	₱3,200.00
2	Harmonics and Flicker Testing	\$80.00	₱3,200.00	\$64.00	₱2,560.00
#	Software	Regular Fee (per hour)		Socialized Fee (per hour)	
		\$	Php	\$	Php
1	3D CAD Software	\$2.00	₱80.00	\$1.50	₱60.00
2	Electronic Design Software (Altium 4)	\$2.00	₱80.00	\$1.50	₱60.00
#	Equipment Use	Regular Fee (per hour)		Socialized Fee (per hour)	
		\$	Php	\$	Php
1	Thermal Imaging Camera	\$4.00	₱160.00	\$3.20	₱128.00
2	Trinocular Microscope	\$4.00	₱160.00	\$3.50	₱140.00
3	Soldering Equipment	\$2.00	₱80.00	\$1.50	₱60.00
4	RoHS Analyzer	\$4.00	₱160.00	\$3.00	₱120.00
5	Parametric Testers	\$13.00	₱520.00	\$10.00	₱400.00
6	Oscilloscope	\$5.00	₱200.00	\$4.00	₱160.00
7	Vector Signal Generator	\$5.00	₱200.00	\$4.00	₱160.00
#	Facilities	Rates			



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		Half-day (4hours)		Per Succeeding Hour	
		\$	Php	\$	Php
1	Training Room	\$64.00	₱2,560.00	\$6.00	₱240.00
2	Conference Room	\$43.00	₱1,720.00	\$6.00	₱240.00
#	PCB Prototyping	Size 125mm x 90mm			
	Details	ASEAN	EPDC		
			Regular rate		Socialize d rate
			\$	Php	\$
			\$	Php	\$
1	1-layer	USD 70	USD 56	₱2,240.00	USD 45
2	2-layers	USD 90	USD 72	₱2,880.00	USD 58
3	4-layers	USD 180	USD 144	₱5,760.00	USD 115
4	Internal Cut-outs	USD 5	USD 4	₱160.00	USD 3
5	No. of SMD Parts	x USD 9.40	x USD 7.5	₱300.00	x USD 6.00
6	No. of fine pitch parts	x USD 0.05	x USD 0.04	₱1.60	x USD 0.03
7	No. of BGA/LGA	x USD0.03	x USD 0.03	₱1.20	x USD 0.02
#	PCB Prototyping	Size 250mm x 200mm			
	Details	ASEAN	EPDC		
			Regular rate		Socialize d rate
			\$	Php	\$
			\$	Php	\$
1	1-layer	USD 115	USD 92	₱3,680.00	USD 74
2	2-layers	USD 135	USD 108	₱4,320.00	USD 86
3	4-layers	USD 270	USD 216	₱8,640.00	USD 173
4	Internal Cut-outs	USD 5	USD 4	₱160.00	USD 3
5	No. of SMD Parts	x USD 9.40	x USD 7.5	₱300.00	x USD 6.00
6	No. of fine pitch parts	x USD 0.05	x USD 0.04	₱1.60	x USD 0.03
7	No. of BGA/LGA	x USD0.03	x USD 0.03	₱1.20	x USD 0.02

5. Philippine Earth Data Resource and Observation (PEDRO) Center

The Philippine Earth Data Resource and Observation (PEDRO) Center offers access to raw and processed satellite images to support research, projects, and initiatives of government agencies, state universities and colleges, local government units, and other public entities. Images from the PEDRO Center can be used for various applications such as but not limited to, research, disaster risk reduction and management, environmental monitoring, and terrestrial and maritime surveillance.

Office or Division:	Solutions and Services Engineering Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Government Agencies State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (#1 Copy) Either for: <ul style="list-style-type: none"> Acquisition of Satellite Images (per 1000 sq.km AOI) Access to the PEDRO Center Portal 		Must be provided by the client		
Signed End-User License Agreement (#1 Copy) <ul style="list-style-type: none"> Note: Only applicable to request for satellite images 		Will be emailed upon request assessment		
Signed Copy of Government Employment ID or Validated Student ID (#1 Copy) <ul style="list-style-type: none"> Note: Validated Student ID can only be used to request for satellite images 		Must be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Acquisition of Satellite Images				
1. Submit signed Request Letter with the following details: <ul style="list-style-type: none"> Recipient “Dr. Joel Joseph S. Marciano, Jr.”	1. Acknowledge receipt of the Request Letter 1.1. Assess availability of requested data.	None	Seven (7) working days	PEDRO team (grs@asti.dost.gov.ph)

<p>Acting Director DOST-ASTI”</p> <p>Attention to:</p> <p>“Alvin E. Retamar Chief, SSED”</p> <ul style="list-style-type: none"> • Request Details <ul style="list-style-type: none"> a. Areas of interest b. Data type (Synthetic Aperture Radar or Optical) c. Spatial resolution/ground sample distance d. Image acquisition date e. Intended use/application <p>Note: For stakeholders from the academe, the request letter must indicate a proposed research schedule endorsed and signed by the adviser/professor.</p>	<p>1.2. Secure endorsement from SSED Chief and approval from Agency head.</p> <p>1.3. Inform client regarding results of assessment (approved, unavailable, or for processing)</p> <p>1.4. Send the drafted End-User Licensing Agreement (EULA) to the client.</p>			
<p>2. Submit signed EULA and copy of valid Government Employment ID or Validated Student ID.</p>	<p>2. Acknowledge receipt of signed EULA.</p> <p>2.1. Prepare the requested data upon tasking, archiving, and/or processing.</p>	<p>None</p>	<p>Data preparation for:</p> <ul style="list-style-type: none"> • Archived images (readily available images in the storage) 	<p>PEDRO team (grs@asti.dost.gov.ph)</p>

	<p>2.2. Send requested data through a secure link.</p> <p>Note: For clients from government agencies, they may choose to request access to the PEDRO Center Portal to acquire requested data and</p> <p>2.3. Send customer satisfaction survey to the client.</p>		<p>Seven (7) working days</p> <ul style="list-style-type: none"> • Images that requires tasking, archiving, and/or processing: <p>Twenty (20) working days</p> <p>Note: <i>The twenty (20) working day processing time applies for each 1,000 sq.km. of Area of Interest (AOI). Multiple or bigger AOIs would merit additional processing time subject to the requested image specifications, weather conditions, and available satellite passes which may affect the speed of data preparation and delivery.</i></p>	
Access to the PEDRO Center Portal				
<p>1. Submit signed Request Letter with the following details:</p> <ul style="list-style-type: none"> • Addressed to: 	<p>1. Acknowledge receipt of the Request Letter</p>	<p>None</p>	<p>Seven (7) Working days</p>	<p>PEDRO Team (grs@asti.dost.gov.ph)</p>

<p>“Dr. Joel Joseph S. Marciano, Jr. Acting Director DOST-ASTI”</p> <ul style="list-style-type: none"> • Attention to: <p>“Alvin E. Retamar Chief, SSED”</p> <ol style="list-style-type: none"> a. Name and position of the staff who should have access to the portal b. Intended Use or Application c. Endorsed by the Agency or Department Head 	<ol style="list-style-type: none"> 1.1. Assess intended use or application 1.2. Secure endorsement from SSED Chief and approval from Agency head. 1.3. Inform client regarding results of assessment (approved or disapproved) 1.4. Inform client to sign-up at the PEDRO Center and to upload their Government Employment ID. 			
<p>2. Sign-up at the PEDRO Center Portal and upload scanned copy of the Government Employment ID.</p>	<p>2. Approve client credentials upon sign-up.</p>	<p>None</p>	<p>Three (3) working days</p>	<p>PEDRO team (grs@asti.dost.gov.ph)</p>

6. Remote Sensing and Data Science: DATOS Help Desk

The Remote Sensing and Data Science: DATOS Help Desk is an R&D Project under the Department of Science and Technology - Advanced Science and Technology Institute.

DATOS conducts R&D on the advanced methodologies for different applications of earth observation data. The project aims to complement the current efforts of existing government agencies and initiatives in the country through continuous research on Artificial Intelligence (AI) and other advanced image processing techniques.

Office or Division:	Research and Development Division		
Classification:	Simple, Complex, Highly Technical		
Type of Transaction:	G2C, G2G		
Who may avail:	<ul style="list-style-type: none"> • Data Science, RS, GIS communities • Government Agencies • National Disaster and Agricultural Agencies • Academe • Researchers • General Public 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Data Request <ul style="list-style-type: none"> • For agencies/ organizations with existing agreement (MOA) with DATOS: <ul style="list-style-type: none"> - Request via email or other communication platforms • For agencies/ organizations or individuals (students, public, others) without existing partnership with DATOS: <ul style="list-style-type: none"> - Request letter endorsed by agency head (for organizations) or adviser (for students) - Addressed to: <ul style="list-style-type: none"> Dr. Joel Joseph S. Marciano, Jr. Acting Director DOST-ASTI 		To be provided by requester/ end-user.	
End-user License Agreement (EULA)		To be sent by the DATOS Team (via email)	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit request to DATOS Team</p> <p>Requests may be submitted personally by requester, via email (datos@asti.dost.gov.ph), or other communication platforms</p>	<p>1. Acknowledge receipt of request.</p> <p>1.1. Update RedMine to document and monitor request.</p> <p>1.2. Evaluate nature of request.</p> <p>1.3. Communicate feedback:</p> <ul style="list-style-type: none"> • Advise client/ end-user of the requirements. • Confirm details of data being requested. <p>1.4. Forward request (with project manager/ tech lead note) to project leader/ agency head for approval.</p> <p>1.5. Forward copy of request to appropriate team responsible for the data generation.</p> <p>1.6. Standby for the approved request.</p>	N/A	One (1) day	DATOS Team
<p>2. Submit complete documentary requirements and details of data requested.</p>	<p>2.Update RedMine.</p> <p>2.1. Generate data requested upon PL/</p>	N/A	One (1) – Two (2) days	Technical Team



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	<p>agency head's approval.</p> <p>2.2. Send copy of EULA to be accomplished by client/ end-user.</p> <p>2.3. Confirm w/ end-user how they would want to get the data from us (via download, hard drive, others)</p>		(lead time would also depend on how fast client would respond)	
3. Advise DATOS team of how they would want to get the data.	<p>3. Prepare the files.</p> <p>3.1. Update RedMine.</p>	N/A	One (1) day	Technical Team
4. Submit signed EULA.	<p>4. Provide end-user with the data requested.</p> <p>4.1. Upload EULA in database.</p> <p>4.2. Close RedMine ticket.</p>	N/A	One (1) day	Project Management Team

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Fill out any of the DOST-ASTI Client Satisfaction Survey Form:</p> <ol style="list-style-type: none"> 1) ASTI-FM 04-01 Customer Satisfaction Survey Report for Services 2) ASTI-FM 04-13 Customer Satisfaction Survey Report for Product 3) ASTI-FM 04-14 Customer Satisfaction Survey Report of Activities under Research Funding Agreement 4) ASTI-FM 04-15 Customer Satisfaction Survey Report for Events 5) ASTI-FM 04-18 Customer Satisfaction Survey Report for Procurement Services <p>Or contact DOST – ASTI thru:</p> <p>info@asti.dost.gov.ph +63 2 8249 8500</p> <p>Or send a letter to:</p> <p>JOEL JOSEPH S. MARCIANO, JR. Ph.D Acting Director Advanced Science and Technology Institute UP TechnoPark Complex, C.P. Garcia Ave., Diliman, Quezon City</p>
<p>How feedbacks and complaints are processed</p>	<p>Feedback will be reviewed and acquire additional details if necessary.</p> <p>The copy of the letter/survey forms will be forwarded to concerned division/section</p> <p>The feedback will be discussed with the staff and chief and concerned divisions.</p> <p>Concerned division chief approves action to be take and it must be acted upon within ____ days.</p> <p>If for product defects:</p> <ol style="list-style-type: none"> 1) Advise customer to return products within the warranty period 2) Acknowledge receipt of the returned products

FEEDBACK AND COMPLAINTS MECHANISM

	<p>3) Prepare Test/Inspection Report, if applicable</p> <p>4) Fill-out the appropriate portion of the Customer Feedback Form and attach Accomplished Test/Inspection Report</p> <p>If for service-related or contract research related, refer to ASTI-PM 05-02 Correction and Corrective Action Procedure</p> <p>The agency will give feedback to customer or interested party through written communication</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> 8888 – Presidential Complaints Center 0908-8816565 – CSC Contact Center ng Bayan 8478-5093 – Anti-Red Tape Authority

DIVISION	ADDRESS	CONTACT INFORMATION
Office of the Director	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City 1101	+63 2 84269755 info@asti.dost.gov.ph j.marciano@asti.dost.gov.ph
Finance and Administrative Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City 1101	+63 2 84267423 may@asti.dost.gov.ph
Knowledge Management Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City 1101	+63 2 84269755 rene@asti.dost.gov.ph
Research and Development Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City 1101	+63 2 84263572 peterb@asti.dost.gov.ph
Solutions and Services Engineering Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City 1101	+63 2 84269764 ning@asti.dost.gov.ph
Computer Software Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City 1101	+63 2 84263694 joan@asti.dost.gov.ph