



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

CITIZEN'S CHARTER

2020 (2nd Edition)



MESSAGE FROM THE OFFICER-IN-CHARGE

In compliance with Republic Act. No. 9485 or the Anti-Red Tape Act of 2007, the Department of Science and Technology - DOST-Advanced Science and Technology Institute (DOST-ASTI) Citizen's Charter shall serve as an effective tool in reflecting the institution's commitment to delivering high quality, standardized, and transparent government services aligned with our Quality Management System (QMS) in conformance with ISO 9001:2015.

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

In line with the institution's commitment, we welcome suggestions and feedback to improve our projects and services. We encourage everyone to uphold our values entailed in the DOST-ASTI's Citizen's Charter.

PETER ANTONIO B. BANZON
Officer-in-Charge, DOST-ASTI



I. Mandate:

The DOST-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 DOST-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 DOST-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;



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4. Aid the public in filing and investigating complaints against personnel and/or processes in compliance to RA 11032;
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

External Services

1. 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)	
Service request/incident ticket on iTop	COARE User Portal (http://asti.dost.gov.ph/coare/servicedesk)



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1. Computing and Archiving Research Environment (COARE) Facility				
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	One (1) to two (2) days, if no clarifications needed	COARE Service Desk (gridops@asti.do st.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	One (1) to two (2) days, if no clarifications needed	COARE Service Desk (gridops@asti.do st.gov.ph)

1. Computing and Archiving Research Environment (COARE) Facility				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. If user with expired account, submit accomplished COARE Facility Account Renewal Form	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	None	One (1) to two (2) days, if no clarifications needed	COARE Service Desk (gridops@astidost.gov.ph)
2. Confirm successful access to the Facility	2. Update documentation to reflect addition/modification of user	None		COARE Service Desk (gridops@astidost.gov.ph)
COARE Facility User Support				
1. Submit service/support request by logging a ticket via the COARE User Portal	1. COARE User Portal automatically sends acknowledgement notification to user. COARE Team to assign ticket to specific support staff	None	One (1) to two (2) days, if no clarifications needed	COARE Service Desk (http://astidost.gov.ph/coare/service-desk)



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1. Computing and Archiving Research Environment (COARE) Facility				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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/service-desk)
3. Confirm resolution of ticket	3. Close ticket once user has confirmed resolution from their end			

2. 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		

2. EPDC Services				
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. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 applicable) for Cash Clients	None	One (1) day	Julius Solomon <i>For Electromagnetic Compatibility (EMC) Services</i> Emmanuel Antonio <i>For Electronics Product Prototyping (EPP)</i>
4. Payment of Service	4. Shall provide Official Receipt (OR) upon confirmation of payment	Depend s 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				
		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	Socialized rate		
			\$	Php	\$	
			\$	Php	Php	
1	1-layer	USD 70	USD 56	₱2,240.00	USD 45	₱1,800.00
2	2-layers	USD 90	USD 72	₱2,880.00	USD 58	₱2,320.00
3	4-layers	USD 180	USD 144	₱5,760.00	USD 115	₱4,600.00
4	Internal Cut-outs	USD 5	USD 4	₱160.00	USD 3	₱120.00
5	No. of SMD Parts	x USD 9.40	x USD 7.5	₱300.00	x USD 6.00	₱240.00



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6	No. of fine pitch parts	x USD 0.05	x USD 0.04	₱1.60	x USD 0.03	₱1.20
7	No. of BGA/LGA	x USD0.03	x USD 0.03	₱1.20	x USD 0.02	₱0.80
#	PCB Prototyping	Size 250mm x 200mm				
	Details	ASEAN	EPDC			
			Regular rate		Socialized rate	
			\$	Php	\$	Php
1	1-layer	USD 115	USD 92	₱3,680.00	USD 74	₱2,960.00
2	2-layers	USD 135	USD 108	₱4,320.00	USD 86	₱3,440.00
3	4-layers	USD 270	USD 216	₱8,640.00	USD 173	₱6,920.00
4	Internal Cut-outs	USD 5	USD 4	₱160.00	USD 3	₱120.00
5	No. of SMD Parts	x USD 9.40	x USD 7.5	₱300.00	x USD 6.00	₱240.00
6	No. of fine pitch parts	x USD 0.05	x USD 0.04	₱1.60	x USD 0.03	₱1.20
7	No. of BGA/LGA	x USD0.03	x USD 0.03	₱1.20	x USD 0.02	₱0.80

3. 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	

3. Philippine Earth Data Resource and Observation (PEDRO) Center				
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 	1. Acknowledge receipt of the Request Letter 1.1. Assess availability of requested data.	None	Seven (7) working days	<i>PEDRO team</i> (<i>grs@asti.dost.gov.ph</i>)



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<p>“Peter Antonio B. Banzon, OIC, 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/g round 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>			



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<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>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>None</p>	<p>Data preparation for:</p> <ul style="list-style-type: none"> • Archived images (readily available images in the storage) Seven (7) working days • Images that requires tasking, archiving, and/or processing: Twenty (20) working days <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</i></p>	<p><i>PEDRO team (grs@asti.dost.gov.ph)</i></p>
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			<i>preparation and delivery.</i>	
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: “Peter Antonio B. Banzon, OIC DOST-ASTI” • Attention to: “Alvin E. Retamar Chief, SSED” <ul 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 	<p>1. Acknowledge receipt of the Request Letter</p> <p>1.1. Assess intended use or application</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 or disapproved)</p> <p>1.4. Inform client to sign-up at the PEDRO Center and to upload their Government Employment ID.</p>	None	Seven (7) Working days	<i>PEDRO Team (grs@asti.dost.gov.ph)</i>



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2. Sign-up at the PEDRO Center Portal and upload scanned copy of the Government Employment ID.	2. Approve client credentials upon sign-up.	None	Three (3) working days	<i>PEDRO team</i> <i>(grs@asti.dost.gov.ph)</i>
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4. 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 via email/viber/text 		Approval for Technical Assistance-PREGINET network engineers	

4. Philippine Research, Education and Government Information Network (PREGINET)				
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.	None	For new and renewal request/s, fees will depend on: A) Capacity requirement of the client; B) Location of the termination point of connectivity; and C) Result of agency	PREGINET network engineers for technical assistance

4. Philippine Research, Education and Government Information Network (PREGINET)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			<p>procurement activities.</p> <p>For technical consultancy/assistance: A) No fees required for basic troubleshooting; and B) Recommended fees will be followed if service is for research funding agreements.</p>	
<p>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.</p>	<p>2. Feedback form is sent to the client via email.</p>	<p>None</p>	<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>	<p>PREGINET admin staff for feedback form.</p>

5. 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 - DOST-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: Peter Antonio B. Banzon, OIC DOST-ASTI 		To be provided by requester/ end-user.
End-user License Agreement (EULA)		To be sent by the DATOS Team (via email)

5. Remote Sensing and Data Science: DATOS Help Desk				
CLIENT STEPS	AGENCY ACTIONS	FEES 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</p>	<p>2. Update RedMine.</p>	N/A	One (1) – Two (2) days	Technical Team

5. Remote Sensing and Data Science: DATOS Help Desk				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requirements and details of data requested.	<p>2.1. Generate data requested upon PL/ 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



Service Office

Internal Services

1. Billing and Collection

This procedure covers all the activities from the acceptance of Memorandum of Agreement (MOA) from concerned division/section up to the monitoring of collections.

Office or Division:	Finance and Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Concerned Agency Staff/Teams/Unit/Division, Agency Partners, Agency Clients
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Memorandum of Agreement	To be provided by the concerned clients/customers/agency staff
Work Completion Notice	
Request Letter (for other services)	

1. Billing and Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Documents Required: <ul style="list-style-type: none"> • PREGINET – Two (2) copies of Memorandum of Agreement (MOA) and Service Acceptance (if applicable) • EPDC Services – Work Completion Notice (WCN) • Other Services – Request Letter Approved by the Director. 	1. Documents are received by the Accounting Section for preparation of Statement of Account. <i>Note: The documents will serve as an attachment to SOA (supporting documents need not be attached to succeeding SOA until end of the contract). Second copy of MOA and the rest of the documents</i>	None	Within eight (8) working days up on submission of complete document/s	Accountant



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1. Billing and Collection				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>received are kept for filing subsequent billing.</i>			
	2. Customer's account is verified with the Schedule of Accounts Receivable (SAR) to check if there is payment received and any outstanding balance to be included in the current charges.	None		<i>Concerned Staff or Project Team/s</i>
	3. The Accountant concerned signs the "Prepared by" portion of the SOA.	None		
	4. The Division Chief verifies the surrounding document and SOA and initials the "Approved by" portion. 4.1. The Director certifies and signs the "Approved by" portion of the same document.	None		<i>Division Chief Concerned, Director</i>



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1. Billing and Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>5. Record/Update Schedule of Accounts Receivable. Billing Registry is updated quarterly.</p> <p>5.1. Reproduce approved SOA for filing/receiving copy.</p> <p>5.2. Original copy is sent to partners by the messenger of through registered mail.</p>	None		<i>Accountant</i>
	6. Receive payment in cash or bank transfer check as per advice of the partners.	None	Dependent on the client's payment schedule	<i>Administrative Officer, Cashier</i>
	7. Follow up through phone calls if payment is not yet received within thirty (30) days from the receipt of SOA.	None	After 30 days upon client's receipt of SOA	<i>Accountant</i>



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1. Billing and Collection				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>8. For accounts which have been unpaid for three (3) months, the Demand Letter is prepared (attached within corresponding SOA) and addressed to the head of the institution and send through a registered mail or personal delivery.</p> <p>8.1. The Division Chief verifies the details of the account and initials the Demand Letter.</p> <p>8.2. The Director confirms and signs the Demand Letter</p> <p>8.3. The accountant files the receiving copies.</p>	None	After 90 days upon client's receipt of SOA	<i>Accountant, Division Chief Concerned, Director</i>
	<p>9. If payments received, Official Receipts are prepared in three</p>	None	Within the day after the receipt of payment	<i>Administrative Officer/Cashier</i>

1. Billing and Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>(3) copies: Original for customer, for cashier, and for COA attached to report of collections and deposits.</p> <p>9.1. Cashier signs the "Received by" portion.</p> <p>9.2. Record in the Cash Book (CB) and prepare monthly Report of Collections and Deposits (RCD).</p>			
	10. Record/Update collections in the SAR	None	Within first week of the month	<i>Accountant</i>
	11. If payments are not yet received, adjust the books to write off Bad Debts Accounts subject to COA Circular 2016 – 005 dated 19 December 2016.	None		<i>Accountant</i>

2. Control of Documents

This procedure ensures that all documents in the DOST-ASTI's Quality Management System are updated and prevent the unintended use of obsolete documents.

Office or Division:	Knowledge Management Division – Knowledge Management (KM) Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Process Owners, Division Document Custodian, Agency Document Controller, Quality Management Representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
ASTI-FM 02-22 Document Change Request	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)

02. Control of Documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Control of Documents				
1. Prepare new document and/or revise existing document by accomplishing the ASTI-FM 02-22 Document Change Request (DCR).	1. The Agency Document Controller reviews the DCR and assigns code to the new document using appropriate coding system.	None	Seven (7) days before effectivity	<i>Process Owner, Division Chief</i>
	2.1. The QMR signs the appropriate document/s using a blue ink pen to have distinction of the original copies.	None	Seven (7) days before effectivity For Masterlist of Quality Records, seven (7) days	<i>Division Chief, Agency Document Controller, QMR</i>

02. Control of Documents				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. For the Masterlist of Quality Records, content effectivity date is set every last working day of the month and will be signed by the DC and will be submitted to ADC every first week of the succeeding month.		including the last working day of the month.	
	3. The Agency Document Controller updates the Table of Contents of the Quality Manual that would be signed by the Document Controller, QMR, and Head of the Agency monthly, as necessary.	None	Seven (7) days before effectivity	<i>Document Controller, QMR, Head of Agency</i>
	4. Orient the DOST – ASTI Staff (via email) on new/revised document and prepares ISO Content Update	None	Within the day of effectivity date	<i>Document Controller</i>

02. Control of Documents				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Form (ASTI-FM 02-23)			
	5. Upload the new/revised document/s to Knowledge Base (KBase).	None	Seven (7) days before effectivity	<i>Document Controller</i>
Documents with External Origin				
1. The DDC/SDC prepares and update the Masterlist of Documents with External Origin		None	Monthly	<i>Division Document Custodian, Concerned Process Owner</i>
2. DDC/SDC provides a copy of Division Masterlist of Documents with External Origin to the Division Chief.	1. The Division Chief acknowledge the receipt and signs the Division Masterlist of Documents with External Origin.	None	Monthly	<i>Division Chief, Division Document Custodian, Section Document Custodian</i>
3. DDC/SDC submits the copy of accomplished Masterlist of Documents with External Origin to the ADC.	2. The ADC collects the Masterlist of Documents with External Origin of each division every first week of the succeeding month to ensure that the records of each		Seven (7) days including the last working day of the month.	



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02. Control of Documents				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	division is properly filed.			
<p>3. File/maintain the copies of Updated Documents with External Origin.</p> <p>Reproduce and distribute copies of documents, if needed.</p>		None	Monthly	<p><i>Division Chief, Division Document Custodian, Section Document Custodian</i></p>

3. Control of Records

This procedure ensures that all records are properly identified, stored, protected, and easily retrievable and disposed whenever necessary.

Office or Division:	Knowledge Management Division – Knowledge Management (KM) Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Project Teams, Division Document Custodian, Document Controller	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Project-related Files		
Product-related Files		

03. Control of Records				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The concerned staff identifies the record/s.</p> <p><i>(Records may include all project-related files, product related files, and tickets used by divisions/projects in project-related tasks. These records may either be printed copies, soft copies, or online.)</i></p>		None	Monthly, as needed	<i>Division Document Custodian, Concerned Project Team/s</i>



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03. Control of Records				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Implement coding of Quality Records.</p> <p><i>For coding of Quality Records, refer to ASTI-WI 02-04 Coding System for Quality Records and Documents with External Origin.</i></p>		None	Monthly, as needed	<i>Division Document Custodian</i>
<p>3.1. Update the Division Master List of Quality Records.</p> <p>3.2. Submit the accomplished and updated Masterlist of Quality Records to the ADC.</p> <p><i>Note: Use of correction fluid is strictly prohibited in altering data. The data could be altered by placing a line on it and writing the corrections above and must be</i></p>	<p>1. The ADC collects the Masterlist of Quality Records of each division every first week of the succeeding month to ensure that the records of each division is properly filed.</p>	None	Monthly, as needed	<i>Division Document Custodian, Concerned Project Team/s, Agency Document Controller</i>



03. Control of Records				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>properly signed by the person making the alterations.</i>				
<p>4. File and keep the record/s with proper label/s for easy retrieval of records and safekeeping to protect from damage.</p> <p>4.1. For the division's obsolete records for disposal, DDC prepares list approved by the Division Chief, QMR prior to turn-over to the Records Committee.</p> <p><i>Note: The disposal of Quality Records is in accordance to Pambansang Sinupan (Record Management and Archives Office) General Circular No. 1 "Model</i></p>	<p>2. ADC consolidates all the Masterlist of Quality Records of each division.</p>	None	Monthly, as needed	<i>Division Document Custodian, Agency Document Controller</i>



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03. Control of Records				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Records Disposition Schedules for the National Local Government Offices”.</i>				

4. Handling Customer Feedback

This procedure covers all activities from the receipt of feedback up to the time the appropriate response or action is made.

Office or Division:	DOST - ASTI		
Classification:	Simple, Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Concerned Staff/Project/Unit/Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Customer			
ASTI-FM 04-02 DOST-ASTI Customer Satisfaction Survey for Services		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-03 DOST-ASTI Customer Satisfaction Survey for Product		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-16 DOST-ASTI Customer Satisfaction Survey for KM Services		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-17 DOST-ASTI Customer Satisfaction Survey for Procurement Services		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-11 Events Evaluation Form		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
Agency			
Letter of Correspondence			
Delivery Receipt			
ASTI-FM 04-13 DOST-ASTI Customer Satisfaction Survey Report for Product		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-14 DOST-ASTI Customer Satisfaction Survey Report for Activities Under Research Funding Agreement		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-15 DOST-ASTI Customer Satisfaction Survey Report for Events		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	

ASTI-FM 04-18 DOST-ASTI Customer Satisfaction Survey Report for Procurement Services	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
ASTI-FM 02-18 Inspection and Acceptance Report	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)

04. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter or fill-up the DOST-ASTI Client Satisfaction Survey through email, phone message, and/or chat.	1. Acknowledge the receipt of survey form/s and/or letter/s. 1.1. If letter from customer, attach appropriate DOST-ASTI Client Satisfaction Survey. 1.2. Review feedback and get more details, if necessary.	None	Within three (3) days upon receipt	<i>Division Assistant</i>
	2. Forward copy of Letter/DOST-ASTI Client Satisfaction Survey Form to concerned division/section.	None		<i>Division Assistant</i>
	3. Update the DOST-ASTI Client Satisfaction Survey Monitoring.	None		<i>Division Assistant</i>



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04. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4. Discuss feedback with the Staff and Chief of Concerned Division.</p> <p>4.1. Concerned Division Chief approves action to be taken and it must be acted upon within 15 days.</p> <p><i>Note:</i> <i>If for product defects:</i></p> <ul style="list-style-type: none"> • <i>Advise customer to return products within the warranty period.</i> • <i>Acknowledge receipt of the returned products.</i> • <i>Prepare Test/Inspection Report, if applicable.</i> 	None	Within 15 days	<i>Concerned Staff, Division Chief</i>



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04. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> • <i>Fill-up the appropriate portion of the Customer Feedback Form and attach Accomplished Test/Inspection Report.</i> <p><i>If for service-related or contract research, refer to ASTI-M 05-02 Correction and Corrective Action Procedure.</i></p>			
	5. Inform Customer/Interested Parties of the findings and recommendations through written communication.	None	Within three (3) days upon resolution finalization	<i>Concerned Staff</i>
	6. Submit Monthly Report on Summary of Customer Feedback to QMR to be presented on Management Staff Meeting and	None	Monthly as needed	<i>Division Assistant</i>



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04. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Management Review.			

5. Handling Customer Owned Materials

This procedure ensures that all customer owned materials are properly recorded, controlled, and monitored.

Office or Division:	Embedded Systems Group (ESG) - Solutions and Services Engineering Division	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government G2C - Government to Clients/Customer G2B - Government to Business	
Who may avail:	Third-party source/providers, Concerned Project Staff/Team	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent		To be provided by the client/customer
Gate Pass		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
Materials/Equipment Evaluation Report (Test Form)		ESG Files

05. Handling Customer Owned Materials				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer offers materials for testing and prepare Letter of Intent and/or waiver.		None	Within the day of receipt Depending on the test complexity of the item	<i>Concerned Staff, Customer</i>
	1. The concerned staff will acknowledge the receipt of the item through customer's Delivery Receipt or Team's Logbook.	None		<i>Concerned Staff</i>



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05. Handling Customer Owned Materials				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. The concerned staff will test the item, prepare test report, and give customer a copy of the test report for reference.	None		<i>Concerned Staff</i>
	3. The concerned staff returns the item and prepare the acknowledgement receipt to be signed by the supplier indicating that they had received the item (or Gate Pass)	None	Will follow the property office schedule	<i>Concerned Staff</i>
2. Customer signs the acknowledgement receipt.		None		Customer

6. Implementation and Delivery of Internal ERP System Support Services

This procedure applies to all support services (bug fixing, request for feature enhancements, and assistance on the use of the system) for proper implementation of the ERP System.

Office or Division:	Knowledge Management Division – MIS Unit	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Agency Staff	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
DOST-ASTI Customer Satisfaction Survey for Services	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	

06. Implementation and Delivery of Internal ERP System Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send / Submit request for ERP System Support (via email, phone calls, and/or chat)	1. Acknowledge receipt of request and log request in an online repository.	None	Within three (3) days	<i>Support Staff</i>
	2. Assess request if bug, new feature, enhancement of an existing feature (inc. change of feature), or assistance on use of the system.			<i>Support Staff</i>
If general inquiries (e.g. system usage)				



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06. Implementation and Delivery of Internal ERP System Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Assist the end user on their inquiry.	None	Within one (1) day	<i>Support Staff</i>
If bug, new feature, and/or enhancement				
	<p>3. Validate the request. Create a project design document.</p> <p>3.1. If bug, log the details to JIRA for assignment to the developer concerned.</p> <p>3.2. If new feature or enhancement, assess the need to implement request. If needed, log details to JIRA for assignment concerned.</p>	None	<p>3.1. Within one (1) day</p> <p>3.2. Within five (5) working days</p>	<i>Support Staff, Process Owner, Development Team</i>
	4. Classify and prioritize the request.	None	Within five (5) minutes	<i>Process Owner, Development Team</i>
	5. Bug fix/develop new feature or enhancement based on set priority.	None	Dependent on the complexity of the request/s	<i>Software Developer</i>

06. Implementation and Delivery of Internal ERP System Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Conduct testing.	None		<i>Quality Assurance Analyst</i>
2. Confirm successful implementation/deployment of patch/new feature/enhancement.	7. For enhancements and/or new feature, validate with end user.	None	Dependent on the schedule of the end user	<i>Business Analyst</i>
3. Evaluate the service by accomplishing the DOST-ASTI Customer Satisfaction Survey Form.	8. Notify end user as soon as the patch/new feature/enhancement has been deployed and request feedback and customer satisfaction rating.	None	Within five (5) minutes	<i>Support Staff</i>
	9. Indicate that the request is completed in the online repository.	None	Within five (5) minutes	<i>Support Staff</i>

7. Implementation and Delivery of Internal Support Services

This procedure applies to activities such as troubleshooting of DOST-ASTI ICT equipment (laptops, desktops, printers, switches, CCTV, and access points), setting up video conferences, and the like to support activities of ASTI employees.

Office or Division:	Knowledge Management Division – Technical Support
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Agency Staff, Agency Guest/s, Department Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Online Forms / Customer Satisfaction Survey	To be sent through email by the Support Staff
Note: In case of events, calendar request/invite is required.	

07. Implementation and Delivery of Internal Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send / Submit request for internal support service/s	1. Receive requests via different media such as phone call, chat, email, and/or face-to-face communication.	None	Within three (3) days	<i>Support Staff</i>
	2. Assess request if troubleshooting (printer error, lost/intermittent connection) and other services (i.e. setup of video conferencing, projector, microphones, etc.)	None	N/A	<i>Support Staff</i>



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07. Implementation and Delivery of Internal Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Implement support. In case MIS cannot troubleshoot item and identifies it to be or for repair or replacement, refer to ASTI-PM 02-05 Property, Plant, Equipment Preventive and Corrective Maintenance	None	Dependent on the availability of Support Staff/Client and complexity of request/s	<i>Support Staff</i>
2. Inspect / Determine if the request/s has been successfully resolved.	4. Request the end user to rate the service.	None	N/A	<i>Support Staff</i>
3. Accomplish the Customer Satisfaction Survey Online Form for service evaluation.		None	N/A	<i>End User</i>

8. KM Services Implementation in Projects and Other Activities

This procedure assists projects and other activities achieve their objectives through the conduct of KM Activities.

Office or Division:	Knowledge Management Division – Knowledge Management (KM) Unit	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Project Manager/Project Team Members/Project Teams	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Email Request sent to km.unit@asti.dost.gov.ph		

08. KM Services Implementation in Projects and Other Activities				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to KM Unit	1. The KM Analyst and Program/Project Manager conducts a preliminary meeting to identify and schedule KM Support Activities such as: (1) Premortem – or Risk Analysis activity to preempt possible project vulnerabilities and plan for contingencies. (2) KSharing – team member share their knowledge within the team which will	None	Within three (3) days after confirmation	<i>KM Analyst, Project/Program Manager</i>

08. KM Services Implementation in Projects and Other Activities				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>assist in the implementation of the project or activity.</p> <p>(3) Postmortem/Post-Evaluation – the team with the KM Analyst will review all AAR Done and comment into it. They then manually write answers to the post-eval questions then discuss their answers through a Focus Group Discussion. The KM Analyst will document results then print to be included in the project folder.</p>			
2. The project teams and concerned staff participates on the agreed upon schedule of activity.	2. The KM Analyst facilitates the activity/ies.	None	Dependent on the agreed-upon activity schedule	<i>Concerned Staff or Project Teams, KM Analyst</i>

08. KM Services Implementation in Projects and Other Activities				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out the Customer Satisfaction Survey Form.	3. KM Analyst will get Project Members' Feedbacks.	None	Within three (3) days after	<i>KM Analyst</i>
4. Check and sign the activity documentation.	4. The KM Staff will document the results of the discussions and let all team members sign the documents as proof of their agreement.	None	Within three (3) days	<i>KM Staff</i>

9. Procurement

This operational procedure covers the purchasing of supplies, materials, equipment and services under competitive bidding and alternative modes of procurement pursuant to Republic Act (RA) No. 9184. It is a statutory mandate that all government procurement shall undergo competitive bidding. However, Article XVI of RA No. 9184 provides for instances where resorting to alternative modalities are allowed, to promote efficiency and economy. All Procuring Entities shall observe the mandatory procurement timelines provided in Section 37 of RA No. 9184 and its 2016 revised Implementing Rules and Regulations (IRR).

Office or Division:	Finance and Administrative Division – Procurement Management Section	
Classification:	Simple, Complex, Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
Who may avail:	Agency Staff, External Suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
ASTI-FM 03-11 Invitation to Bid (IB) for Competitive Bidding, Request for Quotation (RFQ) for Alternative Mode of Procurement		ERP Generated
Request for Expression of Interest for Consulting Services		Manually Prepared
ASTI-FM 03-12 Abstract of Bids/Canvass Form		ERP Generated
ASTI-FM 03-20 Supplemental/Bid Bulletin		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
ASTI-FM 01-06 Minutes of the Meeting		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
ASTI-FM 03-14 Notice of Award – Public Bidding		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
ASTI-FM 03-15 Notice of Award – Alternative Mode of Procurement		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
ASTI-FM 03-18 Notice to Proceed – Competitive		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)

ASTI-FM 03-019 Notice to Proceed – Alternative Mode of Procurement	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
BAC Resolution	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
Bidding Documents	DOST-ASTI and PhilGEPS Websites
Other Documentary Requirements	Per 2016 revised IRR of RA No. 9184 and Commission on Audit

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PhP 1 Million and Below (*Some process are observed depending on the type of alternative modality used.)				
1. For Non-Commonly Used Supplies and Equipment (Non-CSE) and Common Use Supplies and Equipment (CSE), concerned staff shall prepare a Project Procurement Management Plan (PPMP).	1. The Division Chief shall review and recommend for approval. 1.2. The Budget Officer shall check items and certify funds availability.	None	Dependent on end-user and Budget Section	<i>Concerned Staff, Budget Section, Division Chief</i>
	2. The Bids and Awards Committee (BAC) Secretariat shall consolidate PPMPs into Annual Procurement	None	Within one (1) to two (2) days	<i>BAC Secretariat / Property and Supply Section</i>



09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Plan (APP) for Non-CSE.</p> <p>2.1. The Property and Supply Section shall consolidate the PPMPs into APP-CSE, as well as prepare necessary documents for procurement of CSEs, i.e., Agency Procurement Request (APR).</p>			
	<p>3. The Head of Procuring Entity (HoPE) shall approve the APP Non-CSE and CSE.</p>	None	Dependent on HoPE	<i>HoPE</i>
<p>2. For CSE not included in the initial APP-CSE, staff concerned shall prepare Purchase Request (PR) which will be generated via ERP.</p>	<p>4. PR shall be for approval of Division Chief or HoPE, depending on the amount of Approved Budget for the Contract (ABC).</p>	None	Dependent on staff concerned, Division Chief and HoPE	<i>End-user, Division Chief and HoPE</i>



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09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. The Property and Supply Section shall prepare APR, which must be signed by the Section Head.	None	Dependent on Property and Supply Section	<i>Property and Supply Section</i>
	6. APR shall be submitted to the Budget Section for obligation.	None	Dependent on Budget Section	<i>Budget Section</i>
	7. APR shall be signed by the Chief Accountant for funds availability.	None	Dependent on Accounting Section	<i>Accounting Section</i>
	8. APR shall be for approval of HoPE.	None	Dependent on HoPE	<i>HoPE</i>
	For CSE not available in Procurement Service (PS): 9. The BAC Secretariat shall prepare RFQ for Shopping (b).	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	10. RFQ shall be signed/approved by the BAC Chairperson concerned.	None	Within one (1) to two (2) days	<i>BAC Chairperson Concerned</i>
	11. For ABC above P50,000.00, signed/approved RFQ shall be posted in the DOST-ASTI website, PhilGEPS and conspicuous place within the premises of Procuring Entity. <i>Note: No posting requirement for ABC of P50,000.00 and below.</i>	None	One (1) day	<i>BAC Secretariat</i>
	12. BAC Secretariat shall send RFQ to at least three (3) suppliers and three (3) quotations/proposals with eligibility requirements.	None	Before deadline of submission of quotations/proposals	<i>BAC Secretariat</i>
2.1. If Non-CSE, the end-user	13. Division Chief shall approve	None	Dependent on staff concerned,	<i>End-user/Concerned</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>unit or staff concerned shall draft PR via ERP, check completeness of details of items to be procured, and check if included in APP.</p> <p><i>Note:</i></p> <p><i>a) A market study must be conducted and canvass sheet together with quotations must be attached to the PR.</i></p> <p><i>b) PR shall be signed by the personnel. For PR with ABC of P50,000.00 and above, Division Chief is the automatic end-user.</i></p>	<p>PR with ABC below P50,000.00, while HoPE shall approve PR with ABC of P50,000.00 and above.</p>		<p>Division Chief and HoPE</p>	<p><i>Staff, Division Chief and HoPE</i></p>
	<p>14. The BAC Secretariat shall prepare RFQ depending on the type of alternative</p>	<p>None</p>	<p>Within one (1) to two (2) days</p>	<p><i>BAC Secretariat</i></p>



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09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	mode of procurement.			
	15. RFQ shall be signed/approved by the BAC Chairperson concerned.	None	Within one (1) to two (2) days	<i>BAC Chairperson Concerned</i>
	16. For ABC above P50,000.00, signed/approved RFQ shall be posted in the DOST-ASTI website, PhilGEPS and conspicuous place within the premises of Procuring Entity for at least three (3) calendar days. <i>Note: No posting requirement for ABC of P50,000.00 and below.</i>	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>17. BAC Secretariat shall send RFQ to suppliers and get quotations/proposals.</p> <p><i>Note: Number of suppliers/RFQs to be sent and quotations/proposals to be acquired depend on the type of alternative mode of procurement.</i></p>	None	Before deadline of submission of quotations/proposals	<i>BAC Secretariat</i>
	<p>18. Abstract of Bids and Canvass (Abstract of Quotation) shall be prepared via ERP after the deadline of submission of quotations.</p>	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
<p>*Abstract of Bids and Canvass (Abstract of Quotation)*</p> <p>3. End-user/Concerned staff shall</p>	<p>19. Checking of quotations/proposals if compliant with specifications and within ABC.</p>	None	Dependent on end-user/concerned staff	<i>End-user/Concerned Staff</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
examine/check the quotations/proposals submitted.				
	<p>*Abstract of Bids and Canvass (Abstract of Quotations*</p> <p>20. BAC members to examine/validate documents submitted by bidders, i.e., eligibility requirements, amount of quotations/proposals, among others.</p> <p>20.1. Sign Abstract of Bids and Canvass.</p> <p>20.2. Abstract of Bids and Canvass shall be Approved by the HoPE.</p>	None	Dependent on BAC members and HoPE	<i>BAC Members and HoPE</i>
	21. BAC Secretariat shall prepare recommendation of award	None	Dependent on BAC members and HoPE	<i>BAC Members and HoPE</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>to Single/Lowest Calculated Responsive Quotation (SCRQ/LCRQ) via BAC resolution.</p> <p>*Resolution applicable only for ABC amounting to ABC with above P50,000.00.</p> <p>21.1. BAC shall sign resolution.</p> <p>21.2. HoPE to approve or disapprove recommendation of BAC.</p>			
	22. BAC Secretariat shall prepare Notice of Award (NOA).	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	23. NOA shall be approved and signed by BAC Chairperson and HoPE.	None	Dependent on BAC Chairperson and HoPE	<i>BAC Chairperson and HoPE</i>
	24. BAC Secretariat shall issue NOA to the SCRQ/LCRQ.	None	Issuance within (1) to two (2) days, signing/acknowledging of NOA	<i>BAC Secretariat and Bidder/External Provider</i>



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09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	24.1. SCRQ/LCRQ shall acknowledge/sign the NOA and post performance, warranty bonds, if applicable.		within two (2) working days, posting of bonds within ten (10) calendar days upon receipt of NOA.	
	25. BAC Secretariat shall prepare Purchase Order (PO) or Work Order (WO), as the case maybe, and Notice to Proceed (NTP).	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	26. PO and NTP shall be approved and signed by BAC Chairperson and HoPE.	None	Dependent on BAC Chairperson and HoPE	<i>BAC Chairperson and HoPE</i>
	27. Budget Officer shall obligate funds.	None	Dependent on Budget Section	<i>Budget Section</i>
	28. The Chief Accountant shall certify funds availability and HoPE shall approve the PO/WO.	None	Dependent on Accounting Section and HoPE	<i>Accounting Section and HoPE</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	29. BAC Secretariat shall issue PO/WO and NTP to the supplier.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	30. The Property and Supply Section and Inspector shall receive items delivered and prepare necessary documents.	None	Dependent on Inspector and Property and Supply Section	<i>Inspector and Property and Supply Section</i>
If more than P1,000,000.00 (Competitive/Public Bidding, applicable for Non-CSE)				
1. End-user/Staff concerned shall prepare PPMP	1. The Division Chief shall review and recommend for approval. 1.2. The Budget Officer shall check items and certify funds availability.	None	Dependent on end-user and Budget Section	<i>Concerned Staff, Budget Section, Division Chief</i>
	2. The BAC Secretariat shall consolidate PPMPs into APP.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	3. The HoPE shall approve the APP.	None	Dependent on the HoPE	<i>HoPE</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. End-user unit or staff concerned shall draft PR via ERP, check completeness of details of items to be procured, and check if included in APP.</p> <p><i>Note:</i> a) A market study must be conducted and canvass sheet together with quotations must be attached to the PR.</p>	<p>4. Division Chief shall approve PR and the automatic end-user, while HoPE shall approve PR.</p>	None	Dependent on staff concerned, Division Chief and HoPE	<i>End-user/Concerned Staff, Division Chief and HoPE</i>
	<p>5. For ABC amounting to P2,000,000.00 and above, the BAC shall conduct a Pre-procurement Conference to attest the readiness of the procurement project.</p>	None		<i>BAC, BAC Secretariat, End User</i>
	<p>6. The BAC Secretariat shall set a timeline for</p>	None		<i>BAC Secretariat</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the procurement, prepare public bidding documents and generate IB.			
	7. IB shall be signed/approved by the concerned BAC Chairperson.	None	Within one (1) to two (2) days	<i>BAC Chairperson Concerned</i>
	8. For the signed/ approved IB, the opportunity shall be posted in the DOST-ASTI website, PhilGEPS and conspicuous place within the premises of Procuring Entity for seven (7) calendar days.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	9. The BAC shall conduct a Pre-bidding Conference to discuss the details of procurement project with the end-user unit and prospective bidders, as scheduled. The schedule of Pre-	None	As scheduled	<i>End-user Unit, BAC Secretariat, BAC Chairperson, Prospective Bidders</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	bidding Conference is reflected in the IB and bidding documents.			
	10. The BAC shall issue the bidding documents to any prospective bidder upon payment of the standard rate of the bidding documents.	Fees depends on the ABC of procurement project/s		<i>BAC Committee, BAC Secretariat</i>
	11. The BAC shall issue Supplemental Bid Bulletin, if applicable.	None	As needed	<i>End-user, BAC Secretariat, BAC</i>
	12. Prospective bidder shall submit bids to BAC Secretariat.	None	As scheduled	<i>BAC Secretariat, Prospective Bidder</i>
	13. The BAC shall conduct the preliminary examination of bids and Opening of Bids, as scheduled. Schedule is reflected in the IB	None	As scheduled	<i>BAC, BAC Secretariat, End User</i>



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09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and bidding documents.			
	<p>14. BAC Secretariat shall accomplish the Abstract of Bids as read during Opening of Bids.</p> <p><i>*Note: During the preliminary examination of bids and Opening of Bids.</i></p>	None	As scheduled	<i>BAC Secretariat</i>
	<p>15. The BAC shall conduct Bid Evaluation.</p> <p><i>*Note: Usual schedule is on the same day of preliminary examination of bids and Opening of Bids.</i></p>	None	As scheduled	<i>BAC, BAC Secretariat</i>
	<p>16. BAC Secretariat shall prepare Abstract of Bids as Calculated via ERP.</p>	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	17. The BAC shall issue a resolution declaring the Single/Lowest Calculated Bid (SCB/LCB). BAC Secretariat to draft resolution.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	18. BAC members to sign SCB/LCB resolution.	None	Dependent on BAC members	<i>BAC</i>
	19. The BAC through the BAC Secretariat shall notify the bidder with SCB/LCB that its bid will undergo Post-Qualification thru a notice signed by the BAC Chairperson. Notice shall be prepared by BAC Secretariat. Embodied in the Notice are the documents to be submitted and tests to be conducted, if any.	None	Within one (1) to two (2) days	<i>BAC Chairperson, BAC Secretariat</i>
3. Bidder with SCB/LCB shall		None	Within five (5) days upon	<i>Bidder/External Provider, BAC Secretariat</i>



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09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit documents, submit sample equipment, perform tests, among others, as requirements for Post Qualification.			receipt of Notice	
	20. The end-user and BAC shall validate the documents submitted or test sample equipment provided, if any, by the bidder.	None	Not more than seven (7) days, thirty (30) days for exceptional cases	<i>End-user, BAC</i>
	21. Once found compliant, the BAC shall issue a resolution recommending the Single/Lowest Calculated Responsive Bid (SCRB/LCRB). If non-compliant, the BAC shall issue a resolution declaring the bidder as Post Disqualified and schedule second bidding.	None	Within one (1) to two (2) days	<i>BAC Secretariat, BAC</i>

09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	BAC Secretariat to draft resolution.			
	22. BAC shall sign resolution. HoPE to approve or disapprove recommendation of the BAC.	None	Dependent on BAC members and HoPE	<i>BAC Members and HoPE</i>
	23. BAC Secretariat shall prepare NOA.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	24. NOA shall be approved and signed by BAC Chairperson and HoPE.	None	Dependent on BAC Chairperson and HoPE	<i>BAC Chairperson, HoPE</i>
	25. BAC Secretariat shall issue NOA to the SCRB/LCRB. 25.1. SCRB/LCRB shall acknowledge/sign the NOA, post-performance bond and post warranty security.	None	Issuance within (1) to two (2) days, signing/acknowledging of NOA within ten (10) days, posting of bond within ten (10) calendar days upon receipt of NOA, posting of warranty security shall be	<i>BAC Secretariat, Bidder /External Provider</i>



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09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			made upon delivery	
	26. BAC Secretariat shall prepare PO, NTP and contract agreement.	None	Within one (1) to three (3) days	<i>BAC Secretariat</i>
	27. Budget Officer shall obligate funds.	None	Dependent on Budget Section	<i>Budget Section</i>
	28. The Chief Accountant shall certify funds availability and HoPE shall approve the PO and Contract.	None	Dependent on Accounting Section and HoPE	<i>Accounting Section and HoPE</i>
	29. BAC Secretariat shall issue PO, NTP and contract agreement to the supplier/external provider.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	30. The Property and Supply Section and Inspector shall receive items	None	Dependent on Inspector and Property and Supply Section	<i>Inspector and Property and Supply Section</i>



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09. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	delivered and prepare necessary documents.			

10. Recruitment, Hiring, and Placement of Project-Based Staff

This procedure covers the recruitment, hiring, and placement of project-based staff and the step-by-step process involved from the announcement of vacancy/ies to start-of-work date.

Office or Division:	Finance and Administrative Division – HRMS
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Qualified Applicants, Agency Staff
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Application	
Documentary Requirements (Personal Data Sheet, Scholastic Record – Diploma and TOR, Applicable Requirements such as Training Certificates, Employment Certificates)	To be provided by the applicant
On-boarding	
Documentary Requirements (Personal Data Sheet, Scholastic Record – Diploma and TOR, NBI Clearance, Medical Certificate, Applicable Requirements such as Training Certificate/s, Employment Certificate/s, Clearance from Previous Job, Notarized Sworn Declaration, BIR Certificate of Registration)	To be provided by the applicant
Checklist of Requirements	To be provided by HRMS
Certificate of Assumption to Office	
Notarized Contract of Service	
Non-Disclosure Agreement (NDA)	
Application for Email Account	
Request for Identification Card	
Application for an ATM payroll account (Landbank)	



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10. Recruitment, Hiring, and Placement of Project-Based Staff				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Project Leader/Project Manager notifies the HRMS about the vacant items to be posted in the website.	None	Within three (3) working days	<i>Project Leader/ Project Manager</i>
	2. The vacancy based on the Project's Line Item Budget (LIB) is posted at (1) DOST – ASTI Bulletin Board, (2) DOST – ASTI Website, and (3) Mailing groups.	None	Within ten (10) working days inclusive of the duration of publication of the vacant position.	<i>Project Leader/Project Manager, HRMS, ASTI Website and Social Media Administrator</i>
1. Qualified applicants submits the application requirement/s.	3. Applications received are screened to ensure that applicants meet the qualification standards set for the position.	None	Dependent on the availability and endorsement from the PL/PMs	<i>Project Leader/Project Manager, HRMS</i>
2. The qualified applicant/s shall attend the interview and evaluation.	4. Sample work may also be required in some instances.	None	Within three (3) working days	<i>Project Leader/Project Manager/ Applicant</i>



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10. Recruitment, Hiring, and Placement of Project-Based Staff				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Successful candidates is informed of the evaluation results. The HRMS provides a list of employment requirements that need to be submitted.	None	Within three (3) working days after the evaluation of the applications.	<i>Project Leader/Project Manager/HRMS</i>
	6. HRMS shall provide and coordinate the list of requirements to the successful candidates	None	Within two (2) working days upon receipt of the endorsement from PMs/PLs	<i>HRMS/ Applicant</i>
3. Successful applicant signs the contract.	7. The contract is prepared and signed by the parties involved (Project-based staff, Project Leader, HRMS, Accountant, Director) and the witnesses. The contract is then notarized.	None	Preparation of contract is done within two (2) working days. Signing of contracts will depend on the availability of signatories	<i>Project Leader/Project Manager, HRMS, Accountant, Head of Agency</i>
	8. Signed contract is notarized. Copies of the Notarized Contract	None	Within two (2) days upon receipt of the	<i>Concerned Employee</i>



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10. Recruitment, Hiring, and Placement of Project-Based Staff				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	are provided to the project-based staff, HRMS, and Finance and Administrative Division.		signed contract.	
4. Prepare further employment requirement/s.	9. Upon completion of employment requirements, the Project Leader signs the certificate of assumption of office.	None	Certificate of assumption of office is signed on the same day of the on-boarding date.	<i>Project Leader</i>
	10. Posted vacancy at ASTI website is deleted.	None	Within one (1) working day	<i>DOST-ASTI Website and Social Media Administrator, HRMS</i>

11. Recruitment, Hiring, and Placement of Regular Employees

This procedure covers the process of hiring regular employees from the posting of vacant positions to start-of-work- date. This aims to 1) provide guidelines for the hiring and recruitment of regular DOST-ASTI personnel based on qualifications standards set by the Civil Service Commission and internal standards set by the Human Resource Merit Promotion and Selection Board (HRMPSB); and 2) identify the processes involved from application to start-of-work date.

Office or Division:	Finance and Administrative Division – HRMS	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Qualified Applicants, Agency Staff, Division Heads	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application		
Documentary Requirements (Personal Data Sheet, Scholastic Record – Diploma and TOR, Copy of Eligibility, Applicable Requirements such as Birth Certificate, NBI Clearance, Training Certificates, Employment Certificates, Performance Rating, Marriage Certificate)		To be provided by the applicant
On-boarding		
Oath to Office		To be provided by HRMS
Certificate of Assumption to Office		To be provided by HR Unit
Appointment Form		
Position Description Form		
Documentary Requirements (Personal Data Sheet, Scholastic Record – Diploma and TOR, Birth Certificate, NBI Clearance, Medical Certificate, Copy of Eligibility, Applicable Requirements such as Training Certificates, Employment Certificates, Performance Rating, Marriage Certificate)		To be provided by the applicant

11. Recruitment, Hiring, and Placement of Regular Employees				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The list of vacant positions to be filled shall be provided by the HRMS to the Division Heads.	None	Within three (3) working days	<i>HRMS</i>
	2. The Division Heads submits their request for permanent personnel to the HRMS for consolidation. The request shall include all the competencies required by the agency. All requests shall be for evaluation and approval of the agency head.	None	Within ten (10) working days. Approval of requests shall depend on the availability of the head of the agency.	<i>Division Heads/ Head of Agency</i>
	3. Positions to be filled are posted in DOST – ASTI website and social media accounts, DOST – ASTI Bulletin Boards, and the CSC Bulletin of Vacant Positions in the Government. The staff are also	None	Within 15 working days inclusive of the duration of publication	<i>HRMS, DOST-ASTI Website and Social Media Administrator, CSC Bulletin of Vacant Positions</i>

11. Recruitment, Hiring, and Placement of Regular Employees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	informed about the vacancy through an e-mail sent to them.			
1. The qualified applicant/s submits the application requirement/s.	4. Applications received are screened and evaluated vis-à-vis the required QS of the vacant item. All qualified applicants shall be scheduled for exam and interview.	None	Within ten (10) working days. Schedule of interview will depend on the availability of the HRMPSB and number of applicants	<i>HRMS/ Division concerned</i>
2. The qualified applicant/s will attend the interview and evaluation.	5. Applicants could be asked to produce additional data needed in the evaluation such as sample work.	None	Within three (3) working days	<i>HRMS/ Applicant</i>
	6. To assist the Director in deciding who to appoint, the HRMPSB presents the results of its evaluation of the applicants.	None	Within five (5) working days depending on the availability of the HRMPSB to sign the documents	<i>HRMPSB/ HRMS</i>
	7. The Agency Head decides on who to appoint.	None	Depending on the head of the agency	<i>Head of Agency</i>



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11. Recruitment, Hiring, and Placement of Regular Employees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. The appointee prepares necessary employment requirements such as medical certificates, clearances, etc.	8. The appointment is prepared and signed by the HRMS, HRMPSB Chairman and Head of Agency. 8.1. The HRMS submits pertinent documents to CSC for validation.	None	HRMS prepares the appointment papers within five (5) working days. Other documents to be signed by concerned signatories shall be dependent on their availability	<i>HRMS/ HRMPSB Chairman/ Head of Agency</i>
4. Appointed employee will assume the duties and responsibilities of the position by signing the Oath of Office and Certificate of Assumption to Duty		None		<i>HRMS/ Concerned employee</i>

12. Staff Development

This procedure aims to determine interventions to address competency gaps and ensure that the training and development needs of DOST-ASTI personnel are met.

Office or Division:	Finance and Administrative Division– HRMS	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Agency Regular Employees, Division Chief/s	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Individual Performance Commitment and Review Form		
Professional Development Plan		

12. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of the Individual Performance Commitment (IPC)	1. The Head of the Agency, together with the Division Chiefs and employees, discuss the outputs to be accomplished for the following year.	None	October - December of the preceding year	<i>Head of the Agency/ Division Chief/ Employees/ Planning Unit</i>
2. Monitoring and Coaching	2. The Head of the Agency and Division Chiefs regularly monitor the performance of the employees and suggest appropriate	None	January – December of the year	<i>Head of the Agency/ Division Chief</i>



12. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	learning interventions			
3. Preparation of the Individual Performance Commitment and Review (IPCR)	3. The Division Chief reviews and evaluates employee performance which shall be reflected on the IPCR. He/she shall also discuss the areas for improvement of the employee.	None	Within January of the following year	<i>Division Chief/ Employee</i>
	4. Conduct and Administer Competency Assessment. <i>Note: Competency assessment is independent of performance evaluation where the proficiency level of officials and employees are determined based on pre-determined required competencies of their position.</i>		Within January of the following year	<i>Division Chief/Employee</i>

12. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Prepare Professional Development Plan (PDP)	5. The Division Chief and the employee prepare the Professional Development Plan (PDP) for training and non-training interventions (job rotations, coaching, mentoring, etc.) that must be undertaken to address competency gaps.	None	Within January of the following year	<i>Division Chief/ Employee</i>
5. Submit the IPCR and PDP.	6. The Individual Performance and Commitment Review Form and the PDP are submitted to the HRMS for consolidation and filing. The Division Chiefs and concerned employee should, if available, include training details (cost, target date of attendance, training provider, etc.) in the PDP.	None	Within January of the following year	<i>Division Chief, Concerned Employee, HRMS</i>



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12. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Preparation of HR Annual L&D Plan</p> <p>7. The Division Chiefs shall consolidate the IPDs of his/her respective division to craft an Annual L&D Plan for his/her Division. The same shall be submitted to the HRMS.</p> <p>7.1. The HRMS prepares the Training and Development Plan based on submitted PDPs and Annual L&Ds of Divisions to be approved by the Budget Officer.</p>	None	Within January of the following year	<i>HRMS/ Budget Officer</i>
	<p>8. The HRMS shall develop Learning and Development Intervention Design and/or Training Plan.</p> <ul style="list-style-type: none"> The HRMS shall develop instructional 		Within ten (10) working days	



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12. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>designs including training plan, learning materials and evaluation tools/report.</p> <ul style="list-style-type: none"> Attendees may be pre-identified. Development of L&D Implementation Matrix. 			
<p>6. The employee coordinates with HRMS should he/she finds a suitable training program that he/she is interested to attend.</p>	<p>9. The HRMS facilitates the attendance to trainings of DOST-ASTI employees by preparing the necessary Special Order for the purpose and submission of documents for payment of registration fee.</p> <p>9.1. The Division Chief allows the attendance of employees to training programs.</p>	<p>None</p>	<p>HRMS prepares the Special Order within two (2) working days.</p>	<p><i>HRMS, Concerned Employee. Division Chief</i></p>



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12. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>7. Implementation of L&D Programs/ Training Plans (Or Attendance of employees to training program/s).</p> <p>Employee should make himself/herself available on training dates and attend the training.</p>	<p>10. HRMS shall prepare the necessary logistics of the program including its communication</p> <p>10.1 The HRMS shall then implement the program according to the Training Plan, and have its attendees evaluate its conduct.</p>	<p>In-house programs have no training fee</p> <p>Fees shall be no more than 2,000 per day for external training programs (NBC No.563)</p>	<p>Depends on the duration of the training program</p>	<p><i>HRMS, Concerned Employee</i></p>
<p>8.The employee writes output in the PDP.</p>	<p>11. The DC and concerned employee will assess if the training/intervention had been useful and had addressed the gaps identified in the IPCR results.</p> <p>11.1. If the training is not effective, recommend another training/intervention.</p> <p>11.2. If effective, employee applies</p>	<p>None</p>	<p>Depending on the availability of the DC and concerned employee.</p>	<p><i>Concerned Employee, Division Chief</i></p>



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12. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	learning. The same training may also be recommended to other employee.			

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>Peter Antonio B. Banzon Officer-in-Charge DOST-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



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FEEDBACK AND COMPLAINTS MECHANISM

	<p>3) Prepare Test/Inspection Report, if applicable 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• 478-5093 – Anti-Red Tape Authority



DOST-ASTI

DIVISION	ADDRESS	CONTACT INFORMATION
Office of the Director	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	+63 2 84269755 info@asti.dost.gov.ph
Finance and Administrative Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	+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	+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	+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	+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	+63 2 84263694 joan@asti.dost.gov.ph