



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

CITIZEN'S CHARTER
2025 (1st Edition)



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MESSAGE FROM THE DIRECTOR

In compliance with Republic Act. No. 9485 or the Anti-Red Tape Act of 2007, the Department of Science and Technology – 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.

FRANZ A. DE LEON, Ph.D.
Director, DOST-ASTI

I. Mandate:

The DOST-Advanced Science and Technology Institute is mandated to:

1. Undertake long-term researches to strengthen and modernize science and technology infrastructure;
2. Conduct research and development work in the advanced fields of studies including biotechnology and microelectronics;
3. Complement the overall endeavour in the scientific field with intensive activities in the computer and information technologies.

II. Vision:

To be a world-class leader in emerging technologies research and innovation.

III. Mission:

To drive research and innovation by developing relevant technology-driven solutions with far-reaching benefits to society.

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;
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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Research and Development Division

External Service

External Service

1. Computing and Archiving Research Environment (COARE)

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:	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 Account Application		
Accomplished COARE Account Application		To be provided by the COARE Team
Agreement (MOA or LOA)		Agreement template provided by COARE
COARE Account Renewal		
Due to the policy change, account renewal will be based on the agreement renewal		
Agreement (MOA or LOA)		Agreement template provided by COARE

Support for COARE services (for existing COARE users)	
Service request/ incident ticket on COARE User Portal	COARE User Portal (http://asti.dost.gov.ph/coare/servicedesk)
COARE User One-Stop-Shop Official Website	COARE Official Website (https://coarehub.asti.dost.gov.ph/)

1. Computing and Archiving Research Environment (COARE)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COARE Account Application/ Renewal Process				
1. Send an email to gridops@asti.dost.gov.ph or coareservicedesk@asti.dost.gov.ph for COARE access.				
a. If first-time user, submit accomplished COARE Account Application.	1. COARE Team to acknowledge receipt of request. 2. Evaluate request upon receipt of accomplished application and submitted relevant requirements. 3. Create COARE Account. 4. Endorse COARE account credentials & resources.	None	Three (3) working days, if no clarifications needed	Project Administrative Assistant II (COARE Team), Research and Development Division

1. Computing and Archiving Research Environment (COARE)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. If the agreement/account expires, submit a renewal email request.	1. COARE Team to acknowledge receipt of request (automated). 2. Evaluate the request and submitted relevant requirements. 3. Edit COARE Account validity, as well as other user's details in COARE database if needed. 4. Endorse COARE account credentials & resources.	None	Three (3) working days, if no clarifications needed	Project Administrative Assistant II (COARE Team), Research and Development Division
TOTAL		None	Max. three (3) working days	
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 the ticket to specific support staff.	None	Three (3) working hours	Project Administrative Assistant II (COARE Team), Research and Development Division

1. Computing and Archiving Research Environment (COARE)				
CLIENT STEPS	AGENCY ACTIONS	FEES 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 the issue has been resolved from the user’s end.	None	Ten (10) working days (depends on the request complexity)	Project Administrative Assistant II (COARE Team), Research and Development Division
3. Confirm resolution of ticket (not required).	3. Close ticket.	None		Project Administrative Assistant II (COARE Team), Research and Development Division
TOTAL		None	Max. ten (10) working days and three (3) working hours	

Solutions and Services Engineering Division

External Services

External Services

1. EPDC Services

The Philippines' premier facility providing unparalleled end-to-end electronics product development services involving product design, manufacturing, and compliance testing for Product Safety and Electromagnetic Compatibility conforming to ISO/IEC 17025:2017 standards.

Office or Division:	Solutions and Services Engineering Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Companies, SMEs, Students, Hobbyists and Government
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>Prior to conduct of service</i>	
Online clients should send an email inquiry to epdc@asti.dost.gov.ph Walk-in clients should present the following to EPDC Sales and Marketing Staff.	
a. Duly accomplished Inquiry Form; Acknowledgement Receipt (AR) Form (if applicable)	a. To be provided by EPDC
b. Sample Product / Equipment / Material (if applicable)	b. To be provided by Client
Request For Quotation (RFQ) of services	EPDC
<i>After Conduct of Service</i>	
a. Work Completion Notice (WCN) and Customer Satisfaction Survey (CSS) b. Test Report c. Gate Pass d. Order of Payment (3 copies) e. Statement of Account (for Term clients only)	a. To be provided by EPDC and should be signed by client to acknowledge. b. To be issued by EPDC Technical Unit c. To be provided by EPDC d. To be provided by ASTI; e. To be provided by ASTI upon receipt of WCN; To be sent by EPDC Sales and Marketing staff to client.

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Service Inquiry.</p> <p>Submission of the Sample Product/ Equipment/ Material etc. <i>(if applicable)</i></p>	<p>1.1 Respond to inquiry by providing Inquiry Form. Receive Sample Product/ Equipment/ Material etc. And provide AR Form <i>(if applicable)</i></p> <p>1.2 Generate the EPDC Service Request and Assessment (ESRA) form to be endorsed to the Technical Unit.</p> <p>1.3 Assess the SERVICE REQUEST. Accomplish and sign the SERVICE ASSESSMENT, to be sent back to the Sales and Marketing Unit.</p>	None	Approximately two (2) working days	<p>1.1 Project Administrative Assistant III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)</p> <p>1.2. Project Technical Aide VI (Sales and Marketing Assistant), Electronics Product Development Center (EPDC)</p> <p>1.3 Technical Unit</p> <p>1.3.1 Project Technical Assistant IV (RED Engineer)</p> <p>1.3.2 Project Technical Specialist IV (RED, Team Leader)</p> <p>1.3.3 Project Specialist I (Manufacturing Engineer)</p> <p>1.3.3 Science Research Specialist II</p>



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	1.4 Generate the official Quotation to be sent to the client			(Manufacturing, Team Leader) 1.3.4 Project Technical Assistant IV (Test Engineer II) 1.3.5 Project Technical Specialist I (TE, Team Leader) Electronics Product Development Center (EPDC) 1.4 Sales and Marketing Unit 1.4.1 Project Technical Aide VI (Sales and Marketing Assistant), Electronics Product Development Center (EPDC)
2. Sign the Quotation or issue Purchase Order (PO) or equivalent document. Request a schedule (if applicable)	2.1 Signed Quotation or issued PO or equivalent document will serve as a JOB ORDER and shall be forwarded to the Technical Unit.	None	Seventeen (17) working days (maximum)	2.1 Sales and Marketing Unit 2.1.1 Project Technical Aide VI (Sales and Marketing Assistant), Electronics Product Development Center (EPDC)



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	2.2 Render the availed service			<p>2.2 Technical Unit</p> <p>2.2.1 Project Technical Specialist IV (RED, Team Leader)</p> <p>2.2.2 Science Research Specialist II (Manufacturing, Team Leader)</p> <p>2.2.3 Project Technical Specialist I (TE, Team Leader) Electronics Product Development Center (EPDC)</p>
	2.3 Forward the outputs to Sales Staff for client's approval prior to formal release (<i>if applicable</i>)			<p>2.3 Technical Unit</p> <p>2.3.1 Project Technical Specialist IV (RED, Team Leader)</p>
3. Approve the output by informing the Sales and Marketing Staff (if applicable)	3.1 Acknowledged approval and inform Technical Team. (<i>if applicable</i>)		Two (2) hours	<p>3.1 Sales and Marketing Unit</p> <p>3.1.1 Project Technical Aide VI (Sales and Marketing Assistant), Electronics Product Development Center (EPDC)</p>



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4. NONE	<p>4.1 Accomplish applicable documents and Work Completion Notice (WCN) after each service. Forward WCN to Sales and Marketing Unit for countersign.</p> <p>4.2 Forward WCN to EPDC Managing Head for approval</p>	None	Three (3) hours	<p>4.1 Technical Unit</p> <p>4.1.1 Project Technical Assistant IV (RED Engineer)</p> <p>4.1.2 Project Technical Specialist IV (RED, Team Leader)</p> <p>4.1.3 Project Specialist I (Manufacturing Engineer)</p> <p>4.1.4 Science Research Specialist II (Manufacturing, Team Leader)</p> <p>4.1.5 Project Technical Assistant IV (Test Engineer II)</p> <p>4.1.6 Project Technical Specialist I (TE, Team Leader) Electronics Product Development Center (EPDC)</p> <p>4.2 Sales and Marketing Unit</p> <p>4.2.1 Project Technical Aide VI (Sales and Marketing Assistant), Electronics Product</p>
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	<p>4.3 Once WCN is approved, forward again to Sales and Marketing Unit</p> <p>4.4 Notify the client of the project/ service completion. Prepare the schedule for payment, pick-up, delivery and release of the document/ sample product/ equipment/ materials etc.</p>			<p>Development Center (EPDC)</p> <p>4.3 Senior Science Research Specialist I (Managing Head), Electronics Product Development Center</p> <p>4.4 Project Administrative Assistant III (Sales and Marketing Engineer) Electronics Product Development Center</p>
<p>5. Payment of Service. Sign WCN.</p> <p>Payment can be made through the following:</p> <p>1. Cash to be submitted to the Cashier at DOST-ASTI.</p> <p>2. Cheque payable to ASTI with the amount indicated in the Statement of</p>	<p>5. Once signed, request Statement of Account (SOA) for Term Clients; Prepare Order of Payment and Delivery Receipt (if applicable) for Cash Clients. Shall provide Official Receipt (OR) upon confirmation of payment.</p>	<p>Depends on the type of Service</p> <p>(see list of fees on table below)</p>	<p>Three (3) hours</p>	<p>Project Administrative Aide VI (Sales and Marketing Administrator), Electronics Product Development Center (EPDC)</p>



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<p>Account.</p> <p>3. List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) (Strictly for NGAs use only.)</p> <p>Account Name Bureau of the Treasury (BTr)- Regular Fund/ ASTI Agency Name 3402-2844-20 Organization Code 19002- 0000000 NCO Code LD9999</p> <p>Kindly email a copy of the validated LDDAP-ADA to karen.felix@asti.dost.gov.ph.</p> <p>4. Link.Biz Portal <u>Step 1:</u> Go to Landbank Link.Biz Portal Website with URL then Click PAY NOW https://www.lbp-eservices.com/egps/portal/index.jsp <u>Step 2:</u> Select Advanced Science and Technology Institute from the Merchant List then click CONTINUE.</p>				
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<p><u>Step 3:</u> Select the Transaction Type you wish to pay then click CONTINUE.</p> <p><u>Step 4:</u> Fill out the Transaction Form then click CONTINUE.</p> <p><u>Step 5:</u> Print or take a screenshot of Payment Confirmation Receipt and send to the concerned unit and cashier@asti.dost.gov.ph and cc: sm.epdc@asti.dost.gov.ph for recording/ verification.</p>				
<p>6. Pick up and assess the documents/ sample product/ equipment/ materials etc. Accomplish Customer Satisfaction Survey (CSS).</p>	<p>6. Conduct CSS.</p>	<p>None</p>	<p>Two (2) hours</p>	<p>6. Project Administrative Assistant III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)</p>
<p>TOTAL</p>		<p>Depends on the type of service</p>	<p>Twenty (20) working days</p>	

2. EPDC Contract Research and Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about service.	<p>1.1 Respond to inquiry.</p> <p>1.2 Assess whether the inquiry is a contract research/service, otherwise, endorse to concerned unit</p> <p>1.3 Request a <i>Letter of Intent (LOI)</i> and <i>Project Proposal</i> from the client.</p>	None	Approximately two (2) working days	<p>1.1 Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)</p> <p>1.2 Project Technical Specialist IV (Research, Engineering, and Development (RED), Team Leader), Electronics Product Development Center (EPDC)</p> <p>1.3 Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)</p>
2. Submit the <i>LOI</i> and <i>Project Proposal</i> .	2.1 Receive the <i>LOI</i> and <i>Project Proposal</i> and forward to RED Unit.	None	One (1) hour	2.1 Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)



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	2.2 Schedule meeting/s.			2.2 Project Technical Specialist IV (RED, Team Leader) Electronics Product Development Center (EPDC)
3. Attend meeting/s and present the <i>Project Proposal</i> . Revise, if needed.	<p>3.1 Assist the client in the presentation of the <i>Project Proposal</i>.</p> <p>3.2 Decide on the approval of the proposal. Jointly, revise the proposal if needed and schedule another meeting.</p> <p>3.3 Create a <i>Line-Item Budget (LIB)</i> and <i>Workplan (if applicable)</i>.</p>	None	<p>Nine (9) working days</p> <p>(exclusive of time for negotiation process)</p>	<p>3.1 RED Unit</p> <p>3.1.1 Project Technical Specialist IV (RED, Team Leader)</p> <p>3.1.2 Project Technical Assistant IV (RED Engineer)</p> <p>3.2 RED Unit</p> <p>3.2.1 Project Technical Specialist IV (RED, Team Leader)</p> <p>3.2.2 Project Technical Assistant IV (RED Engineer)</p> <p>3.3 RED Unit</p> <p>3.3.1 Project Technical Specialist IV (RED, Team Leader)</p> <p>3.3.2 Project Technical Assistant IV (RED Engineer)</p>



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<p>4. Prepare and submit a <i>Memorandum of Agreement (MOA)</i> or <i>Letter of Agreement (LOA)</i>.</p>	<p>4.1 Review <i>MOA/LOA</i>; Review <i>LIB</i> and <i>Workplan (if applicable)</i>. Amend as needed.</p> <p>4.2 Approve <i>MOA/LOA</i>; Approve <i>LIB</i> and <i>Workplan (if applicable)</i></p> <p>4.3 Prepare copies of the approved <i>MOA/LOA</i> and send them to the client for signing and notarization.</p>	<p>None</p>	<p>Five (5) working days (excluding the duration for legal review process)</p>	<p>4.1 Agency Officials 4.1.1 Agency Director 4.1.2 Chief Science Research Specialist 4.1.3 EPDC Managing Head 4.1.4 Project Technical Specialist IV (RED, Team Leader) 4.1.5 Project Technical Assistant IV (RED Engineer)</p> <p>4.2 Agency Director</p> <p>4.3 Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)</p>
<p>5. Sign the <i>MOA</i> and submit signed copies (if applicable)</p>	<p>5.1 Receive the <i>MOA</i> and route for agency officials' signature (if applicable)</p>	<p>None</p>	<p>Three (3) working days</p>	<p>5.1 Agency Officials 5.1.1 Agency Director 5.1.2 Chief Science Research Specialist 5.1.3 EPDC Managing Head 5.1.4 Project Technical Specialist IV</p>



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	5.2 Return agency-signed <i>MOA</i> to client for notarization (<i>if applicable</i>)			(RED, Team Leader) 5.1.5 Project Technical Assistant IV (RED Engineer) 5.2 Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)
6. Submit notarized <i>MOA/LOA</i> .	6.1 Receive notarized <i>MOA/LOA</i> .	None	Ten (10) minutes	6.1 Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)
7. None	7.1 Implement the R&D project. 7.2 Notify the client of the project's completion. Prepare the schedule for payment, pick-up, delivery and release of the project output.	None	Depending on the approved <i>MOA/LOA</i>	7.1 RED Unit 7.1.1 Project Technical Specialist IV (RED, Team Leader) 7.1.2 Project Technical Assistant IV (RED Engineer) 7.2 Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development



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				Center (EPDC)
<p>8. Payment of the project.</p> <p>Payment can be made through the following:</p> <p>1. Cash to be submitted to the Cashier at DOST-ASTI.</p> <p>2. Cheque payable to ASTI with the amount indicated in the Statement of Account.</p> <p>3. List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) (Strictly for NGAs use only.) Account Name Bureau of the Treasury (BTr)-Regular Fund/ASTI Agency Name 3402-2844-20 Organization Code 19002-0000000 NCO Code LD9999 Kindly email a copy of the validated LDDAP-ADA to karen.felix@asti.dost.gov.ph</p> <p>4. Link.Biz Portal <u>Step 1:</u> Go to Landbank Link.Biz Portal Website with URL then Click PAY NOW https://www.lbp-eservices.com/egps/portal/index.jsp <u>Step 2:</u> Select</p>	<p>8.1. Prepare Statement of Account (SOA) for Term Clients; Prepare Order of Payment and Delivery Receipt (if applicable) for Cash Clients. Shall provide Acknowledgement and Official Receipt (OR) upon confirmation of payment.</p>	<p>Highly depended on the complexity, duration and deliverables of the project</p> <p>(indicated in the MOA/LOA)</p>	<p>Three (3) hours</p>	<p>Project Administrative Aide VI (Sales and Marketing Administrator), Electronics Product Development Center (EPDC)</p>



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<p>Advanced Science and Technology Institute from the Merchant List then click CONTINUE.</p> <p><u>Step 3:</u> Select the Transaction Type you wish to pay then click CONTINUE.</p> <p><u>Step 4:</u> Fill out the Transaction Form then click CONTINUE.</p> <p><u>Step 5:</u> Print or take a screenshot of Payment Confirmation Receipt and send to the concerned unit and cashier@asti.dost.gov.ph and cc: sm.epdc@asti.dost.gov.ph for recording/verification.</p>				
9. Pick up the project output. Accomplish Customer Satisfaction Survey (CSS)	9. Conduct CSS.	None	Two (2) hours	Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)
TOTAL		Nineteen (19) working days, six (6) hours and ten (10) minutes		

Rates/Fees for EPDC

1. EPDC General Services

1.1 Technical Training Services

Services	Unit	Regular Rate	Socialized Rate
Basic Training (Lecture)	Per Training	₱ 1,800	Less 20%
Intermediate (Lecture + Hands-on)	Per Training	₱ 2,600	Less 20%
Advance	Per Training	₱ 3,400	Less 20%

Please reach out to sm.epdc@asti.dost.gov.ph for the list of training courses offered. Thank you.

1.2 Technical Consultation

Technical Consultation	hour	280.00	400.00	Less 20%
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1.3 Training Room Rental

Type	Unit	Regular Rate
Training Room Rental	Per Day	₱ 7200

2. Research, Engineering and Development (RED) Services

Services	Unit	Regular Rate	Socialized Rate
Hardware Design	Hour	₱ 500.00	Less 20%
Mechanical Design	Hour	₱ 500.00	Less 20%
Electronics Equipment Servicing	Lot	Service Price shall be based on agreed scope, requirements, and other details discussed with the client	Not Applicable
Contract Service	Not Applicable		
Contract Research and Development	Not Applicable		

3.Manufacturing (MAN) Services

3.1 PCB Fabrication

Note: Maximum Board Dimension = 214 x 290 mm							
Board Area (mm ²)	Layer/s	New Rate (Green Solder Mask)	New Rate Other Solder mask Colors (Black, Blue, Red, Orange, White, Yellow, Pink, Purple)	PCB Socialized Rate	LEAD TIME (Working Hours)	Rush (LEAD TIME Fee per 4 hours advance)	Rubout Fee for 2 layers (divide by 2 if only one layer is rubout)
<= 6,781	1	₱ 300	₱ 450	Less 20%	8	NA	Design Dependent (to be calculated by software)
	2	₱ 320	₱ 470		10	NA	
<= 13,563	1	₱ 600	₱ 750		16	₱ 582	
	2	₱ 630	₱ 780		24		
<= 28710	1	₱ 1,270	₱ 1,420		16		
	2	₱ 1,320	₱ 1,470		24		
<= 29,318	1	₱ 1,290	₱ 1,440		16		
	2	₱ 1,350	₱ 1,500		24		
<= 62,060	1	₱ 2,730	₱ 2,880		24		
	2	₱ 2,860	₱ 3,010		36		

3.2 Additional and Extended Services of PCB Fabrication

Type	Unit	Regular Rate	Socialized Rate
Silkscreen Printing / Labelling	Hour	₱ 275	Less 20%
Design For Manufacturability Adjustments	Hour	₱ 500	Less 20%

3.3 PCB Assembly

Type	Unit	New Regular Rate	Socialized Rate
QFN	Component	₱ 100.00	Less 20%
IC		₱ 60.00	
THT (2 to 4 leads)		₱ 30.00	
SMD (2 to 4 leads)		₱ 22.00	

3.4 Solder Paste Stencil

Board Area (mm)	Layer/s	Stencil (Polymide)	Stencil (PCB Assembly) Socialized Rate
<=13,563	1	₱ 900.00	Less 20%
	2	₱ 1,800.00	
<=28,710	1	₱ 1,800.00	
	2	₱ 3,600.00	
<=29,318	1	₱ 1,800.00	
	2	₱ 3,600.00	
<=62,060	1	₱ 3,600.00	
	2	₱ 7,200.00	

3.5 Enclosure 3D Printing

Type	Unit	Regular Rate	Socialized Rate
ABS material	hour	₱ 50	Less 20%
PLA material	hour	₱ 50	
Enclosure Labelling/ Painting	hour	₱ 275	

4. Test Engineering Services

4.1 EMC Test Services

Item No.	Test	Standard	Minimum Number of Hours	Regular Rate/Hour	Total Rate (Block Schedule)	Socialized Rate
1	RF Radiated Emissions	CISPR 32 / FCC Part 15 Subpart B & C (30 to 1000 MHz)	4 hours	₱ 8,600	₱ 34,400	Less 20%
2	RF Radiated Emissions	CISPR 32 (1GHz to 6 GHz)	4 hours	₱ 8,600	₱ 34,400	
3	RF Radiated Emissions	FCC Part 15 Subpart B & C (1GHz to 18 GHz)	4 hours	₱ 8,600	₱ 34,400	
4	RF Radiated	CISPR	4 hours	₱ 8,600	₱ 34,400	



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Item No.	Test	Standard	Minimum Number of Hours	Regular Rate/Hour	Total Rate (Block Schedule)	Socialized Rate
	Emissions	11				Less 20%
5	RF Radiated Emissions	CISPR 13	4 hours	₱ 8,600	₱ 34,400	
6	RF Radiated Emissions	CISPR 14-1	4 hours	₱ 8,600	₱ 34,400	
7	RF Radiated Emissions	CISPR 15	4 hours	₱ 8,600	₱ 34,400	
8	RF Radiated Immunity	CISPR14-2	4 hours	₱ 10,900	₱ 43,600	
9	RF Radiated Immunity	CISPR35	4 hours	₱ 10,900	₱ 43,600	
10	RF Radiated Immunity	IEC/EN6 1000-4-3	4 hours	₱ 10,900	₱ 43,600	
11	RF Radiated Immunity	IEC/EN6 1000-6-1	4 hours	₱ 10,900	₱ 43,600	
12	RF Conducted Emissions	FCC Part 15/ CISPR32 (0.15 to 30 MHz)	4 hours	₱ 4,500	₱ 18,000	
13	RF Conducted Immunity	IEC/EN6 1000-4-6	4 hours	₱ 5,000	₱ 18,000	
14	Automotive RE (Component level)	CISPR 25	4 hours	₱ 8,300	₱ 33,200	
15	Automotive CE (Component level)	CISPR 25	4 hours	₱ 8,300	₱ 33,200	
16	Automotive RI (Component level)	ISO1145 2-2	4 hours	₱ 8,300	₱ 33,200	
17	Automotive CI (Component level - BCI)	ISO1145 2-4	4 hours	₱ 8,300	₱ 33,200	
18	Power Line Harmonics (<16A)	IEC/EN 61000-3-2	2 hours	₱ 3,600	₱ 7,200	
19	Power Line Flicker (<16A)	IEC/EN 61000-3-3	2 hours	₱ 3,600	₱ 7,200	
20	ESD	IEC/EN 61000-4-	2 hours	₱ 3,600	₱ 7,200	



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Item No.	Test	Standard	Minimum Number of Hours	Regular Rate/Hour	Total Rate (Block Schedule)	Socialized Rate
		2				Less 20%
21	EFT/Burst	IEC/EN 61000-4-4	2 hours	₱ 3,600	₱ 7,200	
22	Surge	IEC/EN 61000-4-5	2 hours	₱ 3,600	₱ 7,200	
23	Power Magnetic Field	IEC/EN 61000-4-8	2 hours	₱ 3,600	₱ 7,200	
24	Pulse Magnetic Field	IEC/EN 61000-4-9	2 hours	₱ 3,600	₱ 7,200	
25	Voltage Dips/Interrupts	IEC/EN 61000-4-11	2 hours	₱ 3,600	₱ 7,200	
26	Semi-Anechoic Chamber Rental		4 hours	₱ 6,800	₱ 27,200	
27	Full Test Report		Lot	50,000		
28	Storage Fee		1 hour	₱ 300	N/A	

4.2 Product Safety Test Services

Item No.	Tests	Minimum number of hours	New Regular Rate	Socialized Rate
1	Maximum Voltage, Ampere and Volt-Ampere Measurement	1	₱ 1,300	Less 20%
2	Input	1	₱ 1,100	
3	Energy Discharge / Capacitance Discharge	1	₱ 1,200	
4	Working Voltage Measurement	1	₱ 500	
5	Limited Current Circuit Measurement	1	₱ 800	
6	Limited Power Source Measurement	1	₱ 700	



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Item No.	Tests	Minimum number of hours	New Regular Rate	Socialized Rate
7	Ground Continuity	1	₱ 1,300	Less 20%
8	Creepage and Clearance	1	₱ 600	
9	Touch Current	1	₱ 900	
10	Electric Strength and Humidity Conditioning	1	₱ 100	
11	Electric Strength	1	₱ 1,300	
12	Impact	1	₱ 1,000	
13	Drop	1	₱ 1,000	
14	Cord Anchorage	1	₱ 1,400	
15	Steady Force	1	₱ 1,300	
16	Stability	1	₱ 1,200	
17	Wall / Ceiling Mounted Equipment	1	₱ 1,000	
18	Handle	1	₱ 2,300	
19	Connection by Plugs and Sockets	1	₱ 1,300	
20	Heating	1	₱ 800	
21	Ball Pressure	1	₱ 1200	
22	Enclosure Distortion	1	₱ 700	
23	Stress Relief	1	₱ 900	
24	Resistance to Heat and Fire	1	₱ 1,100	
25	Marking Permanency	1	₱ 2,300	
26	Output Overload	1	₱ 1,000	
27	Output Short Circuit	1	₱ 1,000	
28	Blocked Ventilation Opening	1	₱ 1,000	
29	Reversed DC Input Polarity	1	₱ 1,000	
30	Transformer Overload	1	₱ 1,000	
31	Locked Rotor	1	₱ 800	
32	Fan Malfuction	1	₱ 800	
33	Separation Requirements	1	₱ 900	
34	Impulse	1	₱ 1,400	
35	Voltage Surge	1	₱ 1,400	
36	RoHS Testing (Homogenous Sample)	1	₱ 1,500	
37	Thermal Shock	1	₱ 1,400	
38	Touch Temperature	1	₱ 1,600	



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Item No.	Tests	Minimum number of hours	New Regular Rate	Socialized Rate
	Limits			
Others				
39	Temperature and Humidity Chamber Rental	1	₱ 200	Less 20%
40	Oven Chamber Rental	1	₱ 200	
41	Storage Fee	1	₱ 300	

4.3 Parametric Test Services

Item No.	Equipment	Qty	Unit	New Regular Rate	Socialized Rate
1	Keysight 16850 Series Portable Logic Analyzer	1	Hour	₱ 600	Less 20%
2	Keysight 34461A Digital Multimeter	1		₱ 500	
4	Fluke Ti125 Industrial-Commercial Thermal Imager	1		₱ 500	
5	R&S FSV Signal Analyzer	1		₱ 800	
6	Rohde & Schwarz RTO1044 Oscilloscope (4 GHz, 4 Ch, 20 GS/s)	1		₱ 700	
7	Keysight DSOX4024A Digital Oscilloscope: 200 MHz, 4 Analog Channels	1		₱ 500	
8	Keysight N5172B EXG X-Series RF Vector Signal Generator, 9 kHz to 6 GHz	1		₱ 700	
9	Biopac System	1		₱ 900	

2. MASID Technical Services

The Meteorological Data Acquisition Stations for Information Dissemination (MASID): Technical Services is a service under the Department of Science and Technology - Advanced Science and Technology Institute.

Part of MASID's objectives is to ensure the sustainability of operations of the installed hydrometeorological stations for weather forecast, research, policy-making, and disaster risk reduction management planning, among others to mitigate disaster-related casualties.

Office or Division:	Solutions and Services Engineering Division
Classification:	Simple
Type of Transaction:	G2G, G2B
Who may avail:	Government Agencies National Disaster and Agricultural Agencies Academe Researchers Stakeholders/Partners General Public
CHECKLIST OF REQUIREMENTS	
<p>The end-user sends a letter of request to DOST-ASTI's Maintenance and Troubleshooting Team (MATT) containing the:</p> <ol style="list-style-type: none"> 1. Purpose and nature of the request 2. Station information (location coordinates) 3. Complete end-user information (name, affiliation, contact details) 4. Specify the communication method (mail, chat, call, etc.) that was used to send the request. 5. The letter must be signed by the head of the requesting government agency <p>The letter must be addressed to:</p> <p>Franz A. de Leon, Ph.D. Director, DOST-ASTI</p>	
WHERE TO SECURE	
To be provided by the end-user	



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2. MASID Technical Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a request to the MASID Maintenance and Troubleshooting Team (MATT)</p> <p>Requests may be submitted via email (MATT@asti.dost.gov.ph) or through contact numbers (+63) 968-033-8158 or (+63) 947-890-2468.</p>	<p>1.1 Acknowledge receipt of the request.</p> <p>1.2 Evaluate the nature of the request to see if the service needs on-site troubleshooting or a backend update only.</p> <p>1.3 If there is a hardware problem, ask the end-user if they have spare parts available to replace the damaged component.</p> <ul style="list-style-type: none"> If there is an available component, end-user must change it immediately. If there is no available component(s), end-user must 	N/A	<p>Two (2) working days</p> <p><i>Note: Lead time may vary depending on how fast the client will respond.</i></p>	<p>Project Technical Aide VI, Embedded Systems Group, Solutions and Services Engineering Division</p>



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	<p>reschedule another site visit to replace the damaged component(s).</p> <p>1.4 If there is a need for a back-end update:</p> <ul style="list-style-type: none"> • MATT personnel to make necessary backend updates based on new data information provided by the end-user. <p>1.5 Communicate feedback:</p> <ul style="list-style-type: none"> • Advise the end-user that the data given was already updated on the backend. • Inform them that the station is already sending data and is operational. 			
2. Accomplish documentary requirements and details of assistance being	2.1 Record the following on the datosPH station	N/A	One (1) working day	Project Technical Aide VI, Embedded

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3. 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 (i.e. Multicasting, Videoconferencing – telemedicine / tele conferences, IPv6) <ul style="list-style-type: none">Email / Letter Request (approval via email / letter)		Approval for Technical Assistance: PREGINET Network Engineers (Ops Team)	
Network Connectivity / Server Co-Location <ul style="list-style-type: none">Email / Letter Request (approval via email / letter)Memorandum of AgreementService Acceptance		Approval for Network Connectivity / Server Co-Location: PREGINET Project Manager (PM)	

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Technical Assistance				
1. All requests are coursed through email / letter request to ops@pregi.net , and subject for approval.	Approval depends on the discussion between End-User and Ops Team.	None	Five (5) working days upon acknowledgement of the end-user's request.	Science Research Specialist I (endorsing Science Research Specialist II) (SSED)



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2. Once approved, End-User complies with the requirements or instructions set by the Ops Team and PM.	Ops coordinates with the End-User on the needed information, along with the other requirements for the requested service.	None	Five (5) working days	Science Research Specialist I and Science Research Specialist II (SSED)
3. After the service has been rendered, an accomplished Customer's Satisfactory Survey (CSS) shall be submitted to the PM.	Once the service has been provided, CSS is sent to End-User via email for accomplishment.	None	Two (2) working days upon completion of the service	Science Research Specialist I (SSED)
TOTAL		None	Twelve (12) working days	

3. Philippine Research, Education and Government Information Network (PREGINET)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Network Connectivity / Server Co-Location				
1. All requests are coursed through email / letter request to ops@pregi.net , and subject for approval.	Approval depends on the evaluation of the Ops Team and PM, in coordination with End-User. Once approved, PM explains the requirements and process of the service. A MOA is issued for accomplishment to the End-User.	None	Dependent on the site survey	Science Research Specialist I (SSED)
2. Once approved, End-User accomplishes the MOA, containing the terms of the services, Acceptable Use Policy (AUP), and certificate of funds availability (if applicable).	Once the End-User signed the MOA, PM will notarize the contract. Upon notarization, procurement and installation shall proceed.	Depends on the computed Price Matrix (see reference below)	Dependent on the availability of the signatories	Science Research Specialist I (SSED)
3. Once installed, service shall be subjected for testing with the End-User. If testing is successful, a signed Service Acceptance Form (SAF) shall be	Once the installation is completed, testing shall be conducted with the End-User. If testing is successful, PM issues End-User a SAF for accomplishment.	Included in the computed Price Matrix	Dependent on the procurement and installation	Science Research Specialist I and Science Research Specialist II (SSED)

submitted to PM to signify End-User's conforme. Date when the SAF is accomplished shall also be the basis for the billing.	Once accomplished, billing shall start. For Renewal of existing service, SAF will not be issued. SAF is only used for new, upgrade or downgrade of existing service.			
4. After the service has been rendered, an accomplished CSS shall be submitted to the PM every quarter by the End-User to verify the performance of the provided services.	Once the service has been provided, CSS is sent quarterly to End-User via email for accomplishment.	None	One (1) working day	Science Research Specialist I and Science Research Specialist II (SSED)
Total:		Depends on the Computed Price Matrix	Dependent on the site survey, procurement, and installation	

Price Computation Matrix

Originating Point	Destination Point	Bandwidth (Mbps)		Transport Cost (PhP)		CIR Cost	Overhead Cost	MRC (PhP)
		LT	CIR	Backbone	LT ²			
Point A	Point B	Mbps	Mbps	(BC ¹ x LT Bandwidth)	From the supplier	(CIR ³ x CIR Bandwidth)	Fixed rate	Charge

¹BC – Backbone Cost = Total Annual Cost of the Core Network / Total Mbps of All End-Users

Backbone or also called as core network is part of a computer network that interconnects

networks. It provides a path for data exchange between different subnetworks.

²LT – Last mile Transport refers to the cables or wiring from the Internet Service Providers (ISPs) facility towards its client or end-user. Prices from the ISPs are varying annually. And not all areas are serviceable for network connectivity nor have the same number of ISPs.

³CIR – CIR Cost = Total Annual Cost of all the links / Total Mbps of all End-Users
Committed Information Rate (CIR) is the bandwidth that is allocated for the End-User's network connectivity.

4. PhilSensors Data Requests

The Meteorological Data Acquisition Stations for Information Dissemination (MASID): PhilSensors Data Request is a service under the Department of Science and Technology - Advanced Science and Technology Institute.

Part of MASID's objectives is to continuously provide raw weather data to stakeholders for weather forecast, research, policy-making, and disaster risk reduction management planning, among others to mitigate disaster-related casualties.

Office or Division:	Solutions and Services Engineering Division		
Classification:	Complex		
Type of Transaction:	G2C, G2G		
Who may avail:	Government Agencies National Disaster and Agricultural Agencies Academe Researchers Stakeholders/Partners General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>The end-user sends a letter of request to DOST-ASTI containing the:</p> <ol style="list-style-type: none">1. Purpose and nature of the request2. Complete end-user information (name, affiliation, contact details)3. If from students, the letter must be signed by the adviser4. If from government agencies, the letter must be signed by the head of the agency <p>The letter must be addressed to:</p> <p>Franz A. de Leon, Ph.D. Director, DOST-ASTI</p>		To be provided by the end-user	
End-user License Agreement (EULA)		To be sent by the MASID team (via email)	

4. PhilSensors Data Requests				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a request to the MASID Team</p> <p>Requests may be submitted via email (info@asti.dost.gov.ph; records@asti.dost.gov.ph) or through the FOI portal.</p>	<p>1.1 Acknowledge receipt of the request.</p> <p>1.2 Evaluate the nature of the request.</p> <ul style="list-style-type: none"> Evaluate whether the requested data is available; and Whether the requested data is for public/non-profit purposes <p>- If for public and non-profit use, proceed to process the request</p> <p>- If for profit/commercial use, forward to TLO</p> <p>1.3. Communicate feedback:</p> <ul style="list-style-type: none"> Advise end-user in case additional documents or 	N/A	Two (2) working days	Project Administrative Assistant VI, MASID Team, Embedded Systems Group



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	<p>attachments will be required.</p> <ul style="list-style-type: none"> • Confirm request details that need to be clarified. 			
2. Submit the complete documentary requirements and details of the data being requested.	<p>2.1 Record the following on the data request monitoring sheet:</p> <ul style="list-style-type: none"> • End-user information • Purpose of the request • Nature of the request <p>2.2 Fill out the following on the EULA:</p> <ul style="list-style-type: none"> • End-user information • Purpose of the request • Nature of the request <p>2.3 Send accomplished EULA to be signed by the end-user.</p> <p>2.4 Forward a copy of the request to the Technical Team responsible for data</p>	N/A	<p>Two (2) working days</p> <p><i>Note: Lead time may vary depending on how fast the client will respond.</i></p>	<p>Project Administrative Assistant VI, MASID Team, Embedded Systems Group</p> <p><i>Note: Coordination is carried out by the Project Management Team</i></p>



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	generation.			
3. Return the signed EULA to the MASID team.	3.1 Update the data monitoring sheet to record the date the EULA was signed by the end-user.	N/A	Two (2) working days	Project Administrative Assistant VI, MASID Team, Embedded Systems Group
	3.2 Generate data upon DOST-ASTI representatives' approval.			Science Research Specialist II, MASID Team, Embedded Systems Group
	3.3 Provide the end-user with the data requested.			
	Send customer satisfaction survey (CSS) to be accomplished by the end-user.			
4. Accomplish the CSS and inform the MASID team once done.	4.1 Archive the accomplished CSS. Mark the data request as completed in the data request monitoring sheet.	N/A	One (1) working day	Project Administrative Assistant VI, MASID Team, Embedded Systems Group
TOTAL		N/A	Seven (7) working days	

Finance and Administrative Division

Internal Services

Internal Services

1. Billing and Monitoring of Collection

This procedure covers all the activities for the following services:

PREGINET – directly handled by Accountant, from the acceptance of Memorandum of Agreement and Service Acceptance from concerned division up to the monitoring of collections.

EPDC and TLO Services – Accountant's responsibility is from the acceptance of Work Completion Notice and other supplementary documents, for EPDC service, and Technology Licensing Agreement and other supporting documents for TLO service, from concerned division/section up to the delivery of SOA only. The delivery of SOA will be carried out by sending it via AKS/ON and/or email to the designated contacts from EPDC and TLO team as they are responsible for sending SOAs to clients and monitoring collections.

Office or Division:	Finance and Administrative Division	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government; G2B – Government Business	
Who may avail:	Concerned Agency Staff/Teams/Unit/Division, Agency Partners, Agency Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PREGINET – MOA and Service Acceptance		To be provided by the concerned clients/customers/agency staff
EPDC Services - WCN or similar document equivalent thereof (such as LOA, MOA, Service Acceptance from client, Conforme Letter, CAF, Accomplished training registration form (if applicable) and Request Letter to generate SOA approved by the Director or Head of Agency)		
TLO Services – TLA and supporting documents (Computation and Summary of Royalties from TLO Team, Sales Summary from licensee and invoices)		
Other Services – Binding agreement or similar document as applicable		



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1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Prepare Documents Required:</p> <ul style="list-style-type: none"> • PREGINET (Philippine Research, Education, and Government Information Network) <ul style="list-style-type: none"> - Two (2) original copies of notarized Memorandum of Agreement (MOA) and Service Acceptance • EPDC (Electronics Product Development Center) Services <ul style="list-style-type: none"> - Printed certified true copy of Work Completion Notice (WCN) or similar document equivalent thereof. • TLO (Technology Licensing Office) Services <ul style="list-style-type: none"> - Original or printed 	<p>1. Documents are submitted in printed copies to the Accounting Section following the request for preparation of Statement of Account (SOA) through AKS/ON System and/or via email</p> <p><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). The second copy of MOA and the rest of the documents received are kept for filing and subsequent billing.</i></p> <p>2. For subsequent billing, documents are also submitted in printed copies to the Accounting Section following the request for preparation of Statement of Account (SOA) through AKS/ON System and/or via email. (Note:</p>	None	Two (2) working days	Accountant, Finance and Administrative Division



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1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>certified true copy of notarized Technology Licensing Agreement (TLA) and/or other supporting documents.</p> <ul style="list-style-type: none"> • Other Services <ul style="list-style-type: none"> - Printed binding agreement or similar document as applicable 	<p>Additional supporting documents are required for TLO service, please refer to checklist above)</p> <p>The customer's account is verified with the (1) Report of Collection and Deposit (RCD), maintained by the Cash Section and Schedule of Accounts Receivable (SAR) to check if there is payment received and any outstanding balance; and (2) Memo for Billing Adjustment to Reflect Actual Service Utilization, forwarded by the Project Team, to be included as adjustment in the current charges. (if applicable)</p>			
	<p>3. Final review of the draft SOA; after which, the accountant signs the "Prepared by" portion thru e-signature.</p>	None	One (1) working day	Accountant, Finance and Administrative Division



1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4. Verifies the supporting document and the details of SOA and initials the "Approved by" portion thru e-signature.</p> <p>4.1. Certifies and signs the "Approved by" portion of the same document thru e-signature.</p>	None		<p>Division Chief Concerned</p> <p>Director, Office of the Director</p>
	<p>5. Update Schedule of Accounts Receivable and Billing Registry reports to record issued SOAs.</p> <p>5.1. Reproduce approved SOA for receiving and filing copy.</p> <p>5.2. Sending of approved SOAs to clients per services:</p> <p>5.2.1 PREGINET - Original copy is delivered to partners by messenger through ASTI transportation reservation.</p>	None	Two (2) working days	Accountant, Finance and Administrative Division



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1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>Note: Advanced copy is sent to partners through email.</i></p> <p>5.2.2 EPDC and TLO Services – Final copy is sent to EPDC / TLO contact person through email <i>and/or AKS/ON System</i>. Sending of SOAs to clients is being handled by the respective contact person.</p>			
TOTAL		None	Five (5) working days	



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2. Monitoring of Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Continuous follow-up of collection:</p> <p>1. PREGINET - Follow up clients through phone calls and/or email.</p> <p>2. EPDC/TLO Services – coordinate with EPDC/TLO contact persons for payment status of clients</p>	None	After seven (7) working days upon delivery of SOAs	Accountant, Finance and Administrative Division
	<p>2. Preparation of Order of Payment (OP) per payment channels:</p> <p>2.1 Cash/LDDAP and Check – The Accountant prepares OP upon confirmation of payment and its supporting documents and forward it to Cash Section.</p> <p>2.2 Other Online Payment Channels – Payment shall have validation from Cashier.</p>	None	One (1) working day	Accountant, Finance and Administrative Division
	3. Receive payment in cash, check or LDDAP-ADA as per forwarded OP.	Dependent on the service	Depending on the client's payment schedule	Administrative Officer V, Finance and



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2. Monitoring of Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		availed by client.		Administrative Division
	<p>4. Upon receipt of payment, Official Receipts are prepared and issued in three (3) copies: Original for customer, for cashier, and for COA (Commission on Audit) attached to report of collections and deposits.</p> <p>4.1. Update monthly Report of Collection and Deposits.</p>	None	Within the day after the receipt of payment	Administrative Officer V, Finance and Administrative Division
	5. Record/Update collections in the SAR	None	Within the first five (5) days of the month	Accountant, Finance and Administrative Division



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2. Monitoring of Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>6. Preparation of Demand Letter for accounts which have been unpaid for ninety (90) days (attached corresponding SOA and WCN, if applicable)</p> <p>6.1. Verifies the details of the account and initials the Demand Letter thru e-signature.</p> <p>6.2. Confirms and signs the Demand Letter through e-signature.</p> <p>6.3. Signed Demand Letters will be sent to clients. Delivery of the said documents will follow the process of billing issuance.</p> <p>6.4. The accountant files the receiving copies and updates the Billing Registry.</p>	None	After ninety (90) days upon client's receipt of SOA; If no reply is received after 90 days, a new set of Demand Letter will be issued.	<p>Accountant, Finance and Administrative Division</p> <p>Division Chief Concerned</p> <p>Director, Office of the Director</p>
	7. After exhaustion of all possible remedies to collect, and accounts become dormant, the Agency shall request authority to write-off of dormant accounts receivable	None	Depending on the reply of clients	Agency Management



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2. Monitoring of Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	following COA Circular No. 2023-008 dated August 17, 2023.			Accountant, Finance and Administrative Division
TOTAL		Dependent on the service availed by client	Depends on the timeline stated above	

*Service is aligned with the requirements of the *Government Accounting Manual Volume II*.

2. 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) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 01-06 Minutes of the Meeting		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 03-14 Notice of Award – Public Bidding		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 03-15 Notice of Award – Alternative Mode of Procurement		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 03-18 Notice to Proceed – Competitive		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	



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

02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PhP 1 Million and Below (*Some processes are observed depending on the type of alternative modality used.)				
1. For Non-Commonly Used Supplies and Equipment (Non-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	Seven (7) calendar days	Division Assistant and Division Chief FAD, KMD, OD, SSER, RDD, CSD Administrative Officer V, Budget Section
	2. The Bids and Awards Committee (BAC) Secretariat shall consolidate PPMPs into Annual Procurement Plan (APP) for Non-CSE, for approval of the BAC.	None	Seven (7) calendar days	BAC Secretariat BAC Members



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. The Head of Procuring Entity (HoPE) shall approve the APP Non-CSE.	None	One (1) calendar day	Director / HoPE DOST-ASTI
	*For CSE not available in Procurement Service (PS), which shall be procured through Shopping (b) modality: 4. The BAC Secretariat shall prepare Request for Quotation (RFQ).		Three (3) calendar days	BAC Secretariat
	5. RFQ shall be signed/approved by the BAC Chairperson.	None	One (1) calendar day	BAC Chairperson Concerned
	6. 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 three (3) calendar days.	None	One (1) calendar day	BAC Secretariat

02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Note: No posting requirement for ABC of P50,000.00 and below.</i>			
	<p>7. BAC Secretariat shall send RFQ to at least three (3) suppliers and three (3) quotations/ proposals with eligibility requirements.</p> <p><i>*For ABCs P50,000.00 and below and above P50,000.00</i></p>	None	Three (3) calendar days (Until deadline of submission)	BAC Secretariat
<p>2. If Non-CSE, the 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: a) A market study must be conducted and canvass sheet together with quotations must be attached to the PR.</i></p>	<p>8. Division Chief shall approve PR with ABC below P50,000.00, while HoPE shall approve PR with ABC of P50,000.00 and above.</p>	None	Seven (7) calendar days	<p>End-user and Division Chief FAD, KMD, OD, SSSED, RDD, CSD</p> <p>Director / HoPE DOST-ASTI</p>

02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<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>				
	9. The BAC Secretariat shall prepare RFQ depending on the type of alternative mode of procurement.	None	Three (3) calendar days	BAC Secretariat
	10. RFQ shall be signed/ approved by the BAC Chairperson.	None	One (1) calendar day	BAC Chairperson
	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 for at least three (3) calendar days.	None	Three (3) calendar days	BAC Secretariat



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Note: No posting requirement for ABC of P50,000.00 and below.</i>			
	<p>12. 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	Three (3) calendar days	BAC Secretariat
	13. Abstract of Bids and Canvass (Abstract of Quotation) shall be prepared via ERP after the deadline of submission of quotations.	None	Three (3) calendar days	End-user and Division Chief FAD, KMD, OD, SSED, RDD, CSD



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>* Abstract of Bids and Canvass (Abstract of Quotation) *</p> <p>3. End-user/Concerned staff shall examine/check the quotations/proposals submitted.</p>	<p>14. Checking of quotations/proposals if compliant with specifications and within ABC.</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p>End-user and Division Chief FAD, KMD, OD, SSSED, RDD, CSD</p>
	<p>*Abstract of Bids and Canvass (Abstract of Quotations)*</p> <p>15. BAC members to examine/validate documents submitted by bidders, i.e., eligibility requirements, amount of quotations/proposals, among others.</p> <p>15.1. Sign Abstract of Bids and Canvass.</p> <p>15.2. Abstract of Bids and Canvass shall be Approved by the HoPE.</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p>BAC Members Director / HoPE DOST-ASTI</p>



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>16. BAC Secretariat shall prepare recommendation of award to Single/Lowest Calculated Responsive Quotation (SCR Q/LCRQ) via BAC resolution.</p> <p>*Resolution applicable only for ABC amounting to ABC with above P50,000.00.</p> <p>16.1. BAC shall sign resolution.</p> <p>16.2. HoPE to approve or disapprove recommendation of BAC.</p>	None	Three (3) calendar days	<p>BAC Secretariat BAC Members</p> <p>Director / HoPE DOST-ASTI</p>
	<p>17. BAC Secretariat shall prepare Notice of Award (NOA).</p>	None	Three (3) calendar days	BAC Secretariat
	<p>18. NOA shall be approved and signed by BAC Chairperson and HoPE.</p>	None	Three (3) calendar days	<p>BAC Chairperson</p> <p>Director / HoPE DOST-ASTI</p>



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>19. BAC Secretariat shall issue NOA to the SCRQ/LCRQ.</p> <p>19.1. SCRQ/LCRQ shall acknowledge/ sign the NOA and performance bond, if applicable.</p>	None	<p>One (1) calendar day</p> <p>Within two (2) working days, posting of bonds within ten (10) calendar days upon receipt of NOA (if applicable)</p>	BAC Secretariat and Bidder/External Provider
	20. BAC Secretariat shall prepare Purchase Order (PO) or Work Order (WO), as the case maybe, and Notice to Proceed (NTP).	None	Three (3) calendar days	BAC Secretariat
	21. PO and NTP shall be approved and signed by BAC Chairperson and HoPE.	None	Three (3) calendar days	BAC Chairperson Director / HoPE DOST-ASTI
	22. Budget Officer shall obligate funds.	None	Three (3) calendar days	Administrative Officer V, Budget Section



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	23. The Chief Accountant shall certify funds availability and HoPE shall approve the PO/WO.	None	Three (3) calendar days	Accountant III, Accounting Section Director / HoPE DOST-ASTI
	24. BAC Secretariat shall issue PO/WO and NTP to the supplier.	None	One (1) calendar day	BAC Secretariat
	25. The Property and Supply Section and Inspector shall receive items delivered and prepare necessary documents.	None	Three (3) calendar days	Inspector Property and Supply Section
TOTAL		None	Most processes are dependent on the timeline of other groups such as end-user, Division Chiefs, Head of Procuring Entity, etc.	

**Service is covered by the Government Procurement Reform Act or RA 9184.*



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Seven (7) calendar days	Division Assistant and Division Chief FAD, KMD, OD, SSSED, RDD, CSD Administrative Officer V Budget Section
	2. The BAC Secretariat shall consolidate PPMPs into APP.	None	Seven (7) calendar days	BAC Secretariat
	3. The BAC shall review and sign the APP.	None	Three (3) calendar days	BAC Members
	4. The HoPE shall approve the APP.	None	One (1) calendar day	HoPE
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.	5. Division Chief shall approve PR and the automatic end-user, while HoPE shall approve PR.	None	Seven (7) calendar days	End-user and Division Chief FAD, KMD, OD, SSSED, RDD, CSD Director / HoPE DOST-ASTI



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Note:</i> a) A market study must be conducted and canvass sheet together with quotations must be attached to the PR.				
	6. 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.	None	One (1) calendar day	End-user and Division Chief FAD, KMD, OD, SSED, RDD, CSD BAC Secretariat BAC Members
	7. The BAC Secretariat shall set a timeline for the procurement, prepare public bidding documents and generate IB. <i>Note: For procurement project with ABC amounting to P2,000,000.00 and above, the bidding</i>	None	Three (3) calendar days	BAC Secretariat



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>documents must be prepared prior to the conduct of pre-procurement conference.</i>			
	8. IB shall be signed/approved by the concerned BAC Chairperson.	None	One (1) calendar day	BAC Chairperson Concerned
	9. 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	One (1) calendar day	BAC Secretariat
	10. The BAC shall conduct a Pre-bidding Conference to discuss the details of procurement project with the end-user unit and prospective	None	One (1) calendar day	End-user Unit, BAC Secretariat, BAC Chairperson, Prospective Bidders



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	bidders, as scheduled. The schedule of Pre-bidding Conference is reflected in the IB and bidding documents.			
	11. The BAC shall issue Supplemental Bid Bulletin, if applicable.	None	Three (3) calendar days	End-user BAC Secretariat BAC Chairperson
	12. 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	One (1) calendar day	BAC, BAC Secretariat
	13. Prospective bidder shall submit bids to the BAC Secretariat.	None	One (1) calendar day	BAC Secretariat, Prospective Bidder



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	14. The BAC shall conduct the preliminary examination of bids and Opening of Bids, as scheduled. Schedule is reflected in the IB and bidding documents.	None	One (1) calendar day	BAC BAC Secretariat, End User
	15. BAC Secretariat shall accomplish the Abstract of Bids as read during Opening of Bids. <i>*Note: During the preliminary examination of bids and Opening of Bids.</i>	None	One (1) calendar day	BAC Secretariat
	16. The BAC shall conduct Bid Evaluation. <i>*Note: Usual schedule is on the same day of preliminary examination of bids and Opening of Bids.</i>	None	One (1) calendar day	BAC BAC Secretariat



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	17. BAC Secretariat shall prepare Abstract of Bids as Calculated via ERP.	None	One (1) calendar day	BAC Secretariat
	18. The BAC shall issue a resolution declaring the Single/Lowest Calculated Bid (SCB/LCB). BAC Secretariat to draft resolution.	None	Three (3) calendar days	BAC Secretariat
	19. BAC members to sign SCB/LCB resolution.	None	Three (3) calendar days	BAC Members
	20. 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.	None	Three (3) calendar days	BAC Chairperson BAC Secretariat



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Embodied in the Notice are the documents to be submitted and tests to be conducted, if any.			
3. Bidder with SCB/LCB shall submit documents, submit sample equipment, perform tests, among others, as requirements for Post Qualification.		None	Within five (5) days upon receipt of Notice	Bidder/External Provider BAC Secretariat
	21. 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	End-user BAC Members
	22. Once found compliant, the BAC shall issue a resolution recommending the Single/Lowest Calculated Responsive Bid (SCRB/LCRB).	None	Three (3) calendar days	BAC Secretariat BAC



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>If non-compliant, the BAC shall issue a resolution declaring the bidder as post-disqualified and post-qualify the second lowest bidder or schedule a second bidding, as applicable.</p> <p>BAC Secretariat to draft resolution.</p>			
	<p>23. BAC shall sign resolution.</p> <p>HoPE to approve or disapprove recommendation of the BAC.</p>	None	Three (3) calendar days	<p>BAC Members</p> <p>Director / HoPE DOST-ASTI</p>
	24. BAC Secretariat shall prepare NOA.	None	One (1) calendar day	BAC Secretariat
	25. NOA shall be approved and signed by BAC Chairperson and HoPE.	None	One (1) calendar day	<p>BAC Chairperson</p> <p>Director / HoPE DOST-ASTI</p>
	26. BAC Secretariat shall issue NOA to the SCRB/LCRB.	None	One (1) calendar day	<p>BAC Secretariat</p> <p>Bidder/External Provider</p>



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	26.1. SCRB/LCRB shall acknowledge/sign the NOA, post-performance bond.		Ten (10) calendar days	
	27. BAC Secretariat shall prepare PO, NTP and contract agreement.	None	Three (3) calendar days	BAC Secretariat
	28. Budget Officer shall obligate funds.	None	Three (3) calendar days	Administrative Officer V, Budget Section
	29. The Chief Accountant shall certify funds availability and HoPE shall approve the PO and Contract.	None	Three (3) calendar days	Accountant III, Accounting Section Director / HoPE DOST-ASTI
	30. BAC Secretariat shall issue PO, NTP and contract agreement to the supplier/external provider.	None	One (1) calendar day	BAC Secretariat



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02. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The supplier/external provider shall submit warranty obligation.		Three (3) calendar days	Property and Supply Section
	31. The Property and Supply Section and Inspector shall receive items delivered and prepare necessary documents.	None	Three (3) calendar days	Inspector Property and Supply Section
TOTAL		(For External Clients) Fees depends on the ABC of procurement project/s	Most processes are dependent on the timeline of other groups such as end-user, Division Chiefs, Head of Procuring Entity, etc.	

**Service is covered by the Government Procurement Reform Act or RA 9184.*

3. 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, any identity documents, such as PhilSys ID, Passport ID, SSS/GSIS ID, etc.)		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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03. Recruitment, Hiring, and Placement of Project-Based Staff				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Post vacancies on ASTI website, social media accounts, and share it with DOST Records and other strategic platforms/medium available	None	Two (2) working days and shall be published for seven (7) calendar days	Administrative Officer V, Human Resources Management Section
	2. Conduct initial screening of applications based on the minimum qualification standards after the application deadline.		Two (2) working days	Project Managers
	3. If applicable, schedule an examination date for shortlisted applicants		Scheduling of examination in two (2) working days	Project Manager
1. Take the scheduled examination.	4. Endorse applicants who have successfully passed the examination to the HRM Section.		Result of the examination shall be released in three (3) working days	Applicant, Project Manager



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2. Confirm attendance to the scheduled initial interview.	5. Invite applicants and conduct employment overview and initial assessment. 6. Endorse the applicants who passed the initial interview to the Project Manager.		Seven (7) working days upon receipt of the list of endorsed applicants	Administrative Officer V, Human Resources Management Section
3. Confirm attendance to the scheduled initial interview.	7. Invite the applicants to a technical interview, together with the hiring project team/section.		Three (3) working days	Project Manager
	8. Endorse the successful applicant to the HRM Section for hiring.		Two (2) working days	Project Manager
	9. Inform the successful applicant and provide the list of employment requirements.		Two (2) working days	Administrative Officer V, Human Resources Management Section
4. Submit the complete employment requirements to the HRM Section.			Ten (10) calendar days from the date of announcement of the HRM Section.	Successful applicant



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	10. Prepare contract		Two (2) working days upon receiving the complete requirements from the applicant.	Administrative Officer V, Human Resources Management Section
	11. Route the contract to the parties involved and witnesses for their signature (Project-based staff, Project Leader, HRM Section, Accountant, Head of Agency)		Ten (10) working days or depending on the availability of signatories	Administrative Officer V, Human Resources Management Section
5. Have four (4) copies of the signed contract notarized. 6. Provide copies of the Notarized Contract to the Notary Public, HRM Section, and Finance Administrative Division. Keep the last copy.			Two (2) working days upon receipt of the signed contract	Successful applicant
	12. Sign the Successful applicant's certificate of assumption. <i>In the absence of the Project Leader, the OIC and/or Division Chief signs the assumption of office.</i>		On the same day of the on-boarding date	Project Leader / OIC/ Division Chief



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	13. Endorse the hired applicant to the project team and provide the following: a. Welcoming email (Guide email on first day) b. ASTI email and ERP account c. Non-Disclosure Agreement		Before his/her onboarding date	Administrative Officer V, Human Resources Management Section
TOTAL			Forty four (44) days depending on the availability of the documents	

**Service is covered by the COA and DBM Joint Circulars No. 2 s. 2020 and No. 2 s. 2022*

4. 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 if applicable, Marriage Certificate if applicable, any identity documents, such as PhilSys ID, Passport ID, SSS/GSIS ID, etc.)		To be provided by the applicant



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04. Recruitment, Hiring, and Placement of Regular Employees				
CLIENT STEPS	AGENCY ACTIONS	FEES 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 Chief.	None	Three (3) working days	Administrative Officer V, Human Resources Management Section
	2. The Division Chief submits the 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	Ten (10) days from receipt of list of vacancies	Division Chief/ Director IV
	3. Positions to be filled are posted in the DOST – ASTI website, social media accounts, DOST – ASTI Bulletin Boards, and the CSC Bulletin of Vacant	None	Minimum of ten (10) calendar days inclusive of the duration of publication	Administrative Officer V, Human Resources Management Section, DOST-ASTI Website and Social Media



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04. Recruitment, Hiring, and Placement of Regular Employees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Positions in the Government. All DOST-ASTI personnel are also informed about the vacancy through an e-mail sent to them.</p> <p>The division to submit the set of examination questionnaire for the position / Prepare Position Description Form (PDF).</p>			Administrators, CSCFO HR Specialist / Division Chief
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 examination and interview.	None	Ten (10) working days	Administrative Officer V, Human Resources Management Section / Division Chief Concerned
2. Qualified applicants will take an examination.	5. Division Concerned will release the examination result and a shortlist of applicants to be interviewed.	None	Ten (10) working days	Administrative Officer V (HRMS)/ Division Chief concerned/ Applicant



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04. Recruitment, Hiring, and Placement of Regular Employees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. The qualified applicant/s will attend the interview and be evaluated.	6. HRMPSB panel members will conduct the interview and submit their signed evaluation sheet to the secretariat.	None	Twelve (12) working days after shortlisting of applicants for interview (Limit to one time interview reschedule)	Administrative Officer V (HRMS)/ Applicant/ HRMPSB Members
	7. To assist the Director in deciding who to appoint. The HRMPSB then submits the recommendation report.	None	Ten (10) working days after interview	HRMPSB Members/ Administrative Officer V (HRMS)
	8. The Agency Head decides on who to appoint Decision of the candidate to accept or decline	None	Five (5) working days	Director IV
4. The appointee prepares necessary employment requirements such as medical certificates, clearances, etc. once informed being selected.	9. The appointment is prepared and signed by the HRMS, HRMPSB Chairman and Head of Agency. 9.1. The HRMS submits pertinent documents to CSC for validation.	None	HRMS prepares the appointment papers in five (5) working days Other documents to be signed by concerned signatories shall be dependent on their availability.	Administrative Officer V (HRMS)/ HRMPSB Chairperson/ Director IV



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5. Appointed employee will assume the duties and responsibilities of the position by signing the Oath of Office and Certificate of Assumption to Duty.		None		Administrative Officer V (HRMS)/ Concerned employee
TOTAL		None	Seventy five (75) working days – depending on the availability of the documents	

**Service is covered by the special laws under Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), revised July 2018*

5. 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	

05. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of the semestral Individual Performance Commitment (IPC).	1. The Division Chiefs and employees discuss the outputs to be accomplished for the following year.	None	1 st Semester – January to February 2 nd Semester - July	Director IV / Division Chief/ Concerned Employees/ Planning Officer III (Planning Unit)
2. Monitoring and Coaching.	2. The Head of the Agency and Division Chiefs regularly monitor the performance of the employees and suggest appropriate learning interventions.	None	January – December of the year	Director IV/ Division Chief



05. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Review of 1st semester performance – July Review of 2 nd Semester performance – January to February of the succeeding year	Division Chief/ Concerned Employee
4. Prepare Professional Development Plan (PDP).	4. 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	Division Chief/ Concerned Employee
5. Submit the IPCR and PDP.	5. 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 include training	None	Within January of the following year	Division Chief, Concerned Employee, Administrative Officer V (HRMS)



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	details (cost, target date of attendance, training provider, etc.) in the PDP.			
	<p>Preparation of HR Annual L&D Plan</p> <p>6. The HRMS prepares the Training and Development Plan based on submitted PDPs and Annual L&Ds of Divisions.</p>	None	Within January of the following year	Administrative Officer V (HRMS)/ Administrative Officer V (Budget Officer)/ Human Resource Development Committee
6. The employee coordinates with HRMS should he/she finds a suitable training program that he/she is interested to attend.	<p>7. 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>7. 1. The Division Chief endorses the attendance of employees to training programs, for approval of the Director.</p>	None	HRMS prepares the Special Order within two (2) working days.	Administrative Officer V (HRMS), Concerned Employee, Division Chief



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7. Implementation of L&D Programs/ Training Plans (Or Attendance of employees to training program/s).	8. HRMS shall prepare the necessary logistics of the program including its communication.	In-house programs have no training fee.	Depends on the duration of the training program	Administrative Officer V (HRMS), Concerned Employee
Employee should make himself/herself available on training dates and attend the training.	8.1 The HRMS shall then implement the program according to the Training Plan, and have its attendees evaluate its conduct.	Fees shall be no more than 2,000 per day for external training programs (NBC No.563)		
8.The employee writes output in the PDP.	9.The DC and concerned employee will assess if the training/intervention had been useful and had addressed the gaps identified in the IPCR results. 9.1. If the training is not effective, recommend another training/intervention. 9.2. If effective, employee applies learning. The same training may also be recommended to other employees.	None	Depending on the availability of the DC and concerned employee.	Concerned Employee, Division Chief
TOTAL		None	15 days for the processing of L&D depending on the availability of the documents	

Knowledge Management Division

Internal Services

Internal Services

1. 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) (https://kbase.asti.dost.gov.ph/tiki-index.php)

01. 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 AKS/ON).	1. Acknowledge receipt of request. If received outside of the MIS Ticketing tool, request staff to report via the said tool.	None	Three (3) working days	Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)
If general inquiries (e.g., system usage)				
	2. Assist the end user on their inquiry.	None	One (1) working day	Project Technical Specialist I/III/ Science Research Specialist I/II/



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				Senior Science Research Specialist, Knowledge Management Division (KMD)
If bug, new feature, and/or enhancement				
	2. Assist the end user on their inquiry.	None	One (1) working day	Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)
	<p>2.1. Validate the request. Create a project design document, <i>when necessary</i>.</p> <p>2.2. If bug, log the details to JIRA for assignment to the developer concerned.</p> <p>2.3. If new feature or enhancement, assess the need to implement request. If needed, log details to JIRA for assignment to the developer concerned.</p>	None	<p>2.1. Five (5) working days depending on the urgency and importance of the bug.</p> <p>2.2. Five (5) working days</p>	<p>Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)</p> <p>Administrative Officer V/Administrative Officer III/Chief Administrative Officer, Finance and Administrative Division</p>
	3. Classify and prioritize the request.	None	Five (5) minutes	Project Technical Specialist I/III/ Science Research



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				<p>Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)</p> <p>Administrative Officer V/Administrative Officer III/Chief Administrative Officer, Finance and Administrative Division</p>
	4. Bug fix/develop new feature or enhancement based on set priority.	None	Dependent on the complexity of the request/s	<p>Project Technical Specialist III/ Science Research Specialist I, Knowledge Management Division (KMD)</p>
	5. Conduct testing.	None		<p>Science Research Specialist I, Knowledge Management Division (KMD)</p>
2. Confirm successful implementation/deployment of patch/new feature/enhancement.	6. For enhancements and/or new feature, validation by end user.	None	Dependent on the schedule of the end user	<p>Project Technical Specialist I, Knowledge Management Division (KMD)</p>
3. Evaluate the service by accomplishing the DOST-ASTI Customer	7. Notify end user as soon as the patch/new feature/enhancement has been deployed and	None	Five (5) minutes	<p>Project Technical Specialist I/III/ Science Research</p>



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Satisfaction Survey Form.	request feedback and customer satisfaction rating.			Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)
	8. Indicate that the request is completed in the online repository.	None	Five (5) minutes	Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)
TOTAL		None	Assistance – Four (4) working days and 10 minutes Bug/New Feature/ Enhancement - Eight (8) working days and 15 minutes (excluding programming tasks which depends on the complexity of the bug, new feature, and enhancement)	

2. Implementation and Delivery of Internal Support Services (Simple)

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:	Simple		
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 via AKS/ON	
Note: In case of events, calendar request/invite is required.			

02. 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.	<p>1. Receive requests via AKS/ON Ticketing tool. If the request is received via other media (i.e. phone call, chat, email, and/or face-to-face communication), request the user to file a ticket in AKS/ON.</p> <p>1.1. Assign the ticket to an agent.</p>	None	Two (2) hours	End-user and Senior Science Research Specialist, Knowledge Management Division



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	2. Assess the nature and resource requirements of the ticket.	None	30 minutes <i>Note: For event-related services (i.e. setup of videoconferencing, projector), pause clock during interval from date of request and date of activity.</i>	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
	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	Three (3) working days <i>Note: Dependent on the availability of Support Staff/Client, complexity of request/s, availability of tools and components</i>	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
2. Inspect / Verify if the request/s has been successfully resolved.	4. Set the ticket status to "Resolved" once verified.	None	Two (2) hours	End-user and Senior Science Research Specialist, Knowledge Management Division



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02. Implementation and Delivery of Internal Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Close the ticket and accomplish the emailed Customer Satisfaction Survey for service evaluation.		None		End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
TOTAL		None	Three (3) working days, 4 hours, and 30 minutes	



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3. Implementation and Delivery of Internal Support Services (Complex)

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 via AKS/ON	
Note: In case of events, calendar request/invite is required.			
Regular technical support services – None		Knowledge Base (KBase)	
Repairs - One (1) document (Request for Repair document). If equipment needs to be pulled out by technician, Two (2) documents (Request for Repair & Gate Pass)		https://kbase.asti.dost.gov.ph/tiki-index.php	

03. 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 AKS/ON Ticketing tool. If the request is received via other media (i.e. phone call, chat, email, and/or face-to-face communication), request the user to file a ticket in AKS/ON.	None	Two (2) hours	End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division



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03. Implementation and Delivery of Internal Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Assign the ticket to an agent			
	2. Assess the nature and resource requirements of the ticket	None	One (1) working day	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
	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	Six (6) working days <i>Note: Dependent on the availability of Support Staff/Client, complexity of request/s, availability of tools and components</i>	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
2. Inspect / Verify if the request/s has been successfully resolved.	4. Set the ticket status to "Resolved" once verified.	None	Two (2) hours	End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division



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3. Close the ticket and accomplish the emailed Customer Satisfaction Survey for service evaluation.		None		End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
TOTAL		None	Seven (7) working days, 4 hours	

4. Implementation and Delivery of Internal Support Services (Highly Technical)

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:	Highly Technical		
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 via AKS/ON	
Note: In case of events, calendar request/invite is required.			
Regular technical support services – None		Knowledge Base (KBase)	
Repairs - One (1) document (Request for Repair document). If equipment needs to be pulled out by technician, Two (2) documents (Request for Repair & Gate Pass)		https://kbase.asti.dost.gov.ph/tiki-index.php	

04. 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 AKS/ON Ticketing tool. If the request is received via other media (i.e. phone call, chat, email, and/or face-to-face communication), request the user to file a ticket in AKS/ON.	None	Two (2) hours	End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division



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04. Implementation and Delivery of Internal Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Assign the ticket to an agent			
	2. Assess request if troubleshooting (printer error, lost/intermittent connection) and other services (i.e. setup of video conferencing, projector, microphones, etc.). Provide recommendation.	None	Four (4) working days	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
	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	Fifteen (15) working days <i>Note: Dependent on the availability of Support Staff/Client, complexity of request/s, availability of tools and components</i>	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
2. Inspect / Verify if the request/s has been successfully resolved.	4. Set the ticket status to "Resolved" once verified.	None	One (1) working day	End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management



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				Division
3. Close the ticket and accomplish the emailed Customer Satisfaction Survey for service evaluation.		None		End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
TOTAL		None	20 working days and 2 hours excluding procurement process	

5. KM Services Implementation in Projects and Other Activities

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

Office or Division:	Knowledge Management Division – Knowledge Management (KM) Unit		
Classification:	Complex		
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 or request thru AKS/ON Ticketing Tool https://aksyon.asti.dost.gov.ph/ ASTI-FM 02-31 Knowledge Sharing Activity Proposal Form		DOST-ASTI Knowledge Base	

05. 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 or create a ticket in AKS/ON under KM Unit. At the minimum, this information shall be included in the request: (a) Title of project/event (b) Preferred date, time, and setup (online/face-to-face) of	1. Conduct a preliminary discussion with the Project Manager to identify and schedule KM Support Activities such as: (a) Premortem or Risk Analysis activity to preempt possible project vulnerabilities and plan for contingencies. (b) Knowledge	None	1 hour	Administrative Officer IV, KM Unit, Knowledge Management Division Project Manager Concerned Division



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<p>KM activity (c) Names of target participants to be invited</p> <p>For Knowledge haring, a filled-out Knowledge Sharing Activity Proposal Form (ASTI-FM 02-31) must be attached to the email/ ticket.</p>	<p>Sharing – ASTI staff shares their knowledge to target participants within the organization to help each other increase productivity and ensure constant development.</p> <p>(c) Postmortem– For projects, the team with the KM Analyst will review all the AAR done. They then manually write answers to the post-mortem questions and discuss their answers through a Focus Group Discussion. The KM Analyst will document results then file it in KBase and give the project team a copy to be included in the project folder.</p> <p>For post-mortem of events, the KM analyst and the event organizer will discuss the best practices, issues encountered, and lessons learned in the recently concluded event.</p> <p>(d) After-Action Review - a short, facilitated meeting aimed at capturing</p>			
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	<p>important lessons learned by team members, and making these available to the rest of the organization.</p> <p>The KM Analyst will confirm action to the client's request within the same working day, provided that all required information is submitted.</p>			
2. The project team members and concerned staff participate on the agreed upon schedule of the activity.	Facilitate the activity	None	<p>Three (3) hours</p> <p>(Note: Pause clock during interval from date of request and agreed date of activity)-</p>	<p>Administrative Officer IV, KM Unit, Knowledge Management Division</p> <p>Project Manager Concerned Division</p>



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3. Fill out the Customer Satisfaction Survey Form.	3. Collect the project team members' feedback	None	Five (5) minutes	<p><i>Administrative Officer IV, KM Unit, Knowledge Management Division</i></p> <p><i>Project Administrative Assistant II, KM Unit, Knowledge Management Division</i></p>
	4. Document the results of the discussions.	None	Three (3) working days	<p><i>Administrative Officer IV, KM Unit, Knowledge Management Division</i></p> <p><i>Project Administrative Assistant II, KM Unit, Knowledge Management Division</i></p>
4. Check and approve the activity documentation.		None	Two (2) working days	<i>Project Manager Concerned Division</i>



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	<p>5. Route the document for signing of concerned personnel and upload it to KBase.</p> <p>The clients will be informed where to access the documentation.</p>	None	Three (3) working days	<p><i>Project Administrative Assistant II, KM Unit, Knowledge Management Division</i></p> <p><i>Administrative Officer IV, KM Unit, Knowledge Management Division</i></p> <p><i>Chief Science Research Specialist, Knowledge Management Division</i></p>
TOTAL		None	Eight (8) working days, 4 hours, 5 minutes	

Office of the Director

Internal Services

Internal Service

1. Intellectual Property Filing

This internal service, offered by the Technology Licensing Office, aims to ensure that DOST-ASTI's research and development outputs are safeguarded and protected through timely and proper filing of intellectual property rights, including but not limited to Patent/Utility Model, Industrial Design, Trademarks, and Copyrights.

Office or Division:	Office of the Director	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DOST-ASTI researchers/project teams	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Patent/UM Model		
<ul style="list-style-type: none">Letter of request* <i>*Letter of request shall be accomplished if the request will be coursed through DOST-TAPI's IPR assistance programs, if available, outside DOST-ASTI TLO's regular IP Filing procedure.</i>	TLO	
<ul style="list-style-type: none">Invention Disclosure Form	TLO	
<ul style="list-style-type: none">Disclosure documents (e.g., drawings, technical papers, etc.)	Project Team's files	
For Industrial Design		
<ul style="list-style-type: none">Designs (hand drawn or provided in CAD or any appropriate format)	Project Team's files	
For Trademark		
<ul style="list-style-type: none">Marks to be registered	Project Team's files	
For Copyright		
<ul style="list-style-type: none">Project outputs for copyright protection	Project Team's files	
<ul style="list-style-type: none">Designation and ID details of authors/creator	Project Team's files	

01. Patent / Utility Model for IP Assistance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Patent / Utility Model for IP Assistance</i>				
1. Accomplish and submit the Invention Disclosure Form through AKS/ON		None	Ten (10) working days	Project Manager (KMD, CSD, SSSED or RDD)



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IP Filing Request ticket				SRS II / IP Officer (Technology Licensing Office)
	1. Conduct Prior Art/Patent Search and Prepare the Prior Art/Patent Search Report	None	Five (5) working days after receipt of disclosure documents from the Project Team	SRS II / IP Officer (Technology Licensing Office)
2. Submit complete requirements to the TLO-IPM - Letter of request addressed to DOST-TAPI - Invention Disclosure Form - Disclosure documents (drawings, technical papers, etc.)	Receive and consolidate submitted requirements for IPR Assistance request.	None	Within three (3) working days upon Project Team's submission of complete requirements	Project Manager (KMD, CSD, SSED or RDD) SRS II / IP Officer (Technology Licensing Office)
	Submit the request and secure a receiving copy from DOST-TAPI/ IP firm/ agent.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)

01. Patent / Utility Model for IP Assistance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Standby for correspondence from DOST-TAPI/ IP firm/ agent	None	Dependent on the response of the DOST-TAPI / IP firm / agent	SRS II / IP Officer (Technology Licensing Office)
	5.1 Record details in the IP Database 5.2 Notify the Planning Unit, Division Chiefs, Director, and the Project Team about the newly registered utility model/ invention during quarterly MFO/PREXC and Tech Core reporting.	None	One (1) day	SRS II / IP Officer (Technology Licensing Office)
TOTAL		None	20 working days <i>(Note: This is the processing time until TLO – IPM's submission of IPR request to DOST-TAPI/ IP firm/ agent)</i>	



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02. Intellectual Property Filing (Industrial Design)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit final designs for industrial design protection to the TLO through AKS/ON IP Filing Request ticket	1. Check the conformity of the design to the industrial design guidelines.	None	Five (5) working day	Project Manager (KMD, CSD, SSED or RDD) SRS II / IP Officer (Technology Licensing Office)
	2. Prepare description of the design including the ff: - Title - Brief description of the drawing's/ illustration's different views - Characteristic feature description of the design - Claim/s	None	Within five (5) working days upon complete submission of documents from the project team	SRS II / IP Officer (Technology Licensing Office)
	3. Accomplish Request for the Registration of an Industrial Design.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)



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02. Intellectual Property Filing (Industrial Design)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Submit request to IPOPHL's eIDfile system and pay applicable filing fees.	Applicable filing fees shall be paid by TLO.	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	5. Standby for IPOPHL's Office Actions.	None	Dependent on IPOPHL's response	SRS II / IP Officer (Technology Licensing Office)
	6. Retrieve Certificate of Registration*. *Certificate from IPOPHL will be mailed to DOST-ASTI through a courier.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	7.1 Record details in the IP Database. 7.2 Notify the Planning Unit, Division Chiefs, Director, and the Project Team about the newly registered/filed Industrial Design during quarterly MFO/PREXC and Tech Core reporting.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
TOTAL		None	Fourteen (14) working days (Note: This is the processing time until TLO – IPM's submission of request to IPOPHL's eIDfile system)	



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03. Intellectual Property Filing (Trademark)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Identify marks to be registered before releasing any publicity/ marketing materials to the public</p> <p>2. Project team to submit an IP Filing Request ticket through AKS/ON</p>	1. Identify Class of Goods and Services based on Nice Classification and discuss it with the Project Team.	None	Within five (5) working days after the Project Team's submission of identified marks	<p>Project Manager (KMD, CSD, SSED or RDD)</p> <p>SRS II / IP Officer (Technology Licensing Office)</p>
	2. Prepare marks to be registered, as well as requirements.	None	Within five (5) working days upon complete submission of documents from the project team	SRS II / IP Officer (Technology Licensing Office)
	<p>3.1 Accomplish Trademark Application form through IPOPHL's eTMfile.</p> <p>3.2 Submit request to IPOPHL's eTMfile system and pay applicable fees.</p>	Applicable filing fees shall be paid by TLO.	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	4. Standby for IPOPHL's Office Action.	None	Dependent on IPOPHL's response	SRS II / IP Officer (Technology Licensing Office)
	<p>5. Retrieve Certificate of Registration from IPOPHL</p> <p>*Certificate from IPOPHL will be mailed</p>	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)



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	to DOST-ASTI through a courier.			
	<p>6. Record details in the IP Database.</p> <p>6.1. Notify the Planning Unit, Division Chiefs, Director, and the Project Team about the newly registered/filed Industrial Design during quarterly MFO/PREXC and Tech Core reporting.</p>	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
TOTAL		None	<p>Thirteen (13) working days</p> <p><i>(Note: This is the processing time until TLO –recording of details in the IP Database.)</i></p>	



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04. Intellectual Property Filing (Copyright)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following to the TLO - IPM: <ul style="list-style-type: none"> - project outputs for copyright protection - designation and ID details of authors/ creator 2. Project team to submit an IP Filing Request ticket through AKS/ON	1. Execute deed of assignment encompassing all copyrightable works and route for signature of the authors and the head of agency.	None	Within five (5) working days	Project Manager and authors/ researchers (KMD, CSD, SSED or RDD) SRS II / IP Officer (Technology Licensing Office)
	2. Prepare Copyright Application Form and Notarized Affidavit of Ownership.	None	Within five (5) working days	SRS II / IP Officer (Technology Licensing Office)
	3. Have deed of assignment, application form, and affidavit notarized.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	4. Prepare two (2) copies of the work to be deposited.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	5. Submit the Copyright Application Form to the Intellectual Property Office of the Philippines and pay applicable filing fees.	Applicable filing fees shall be paid by TLO.	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	6. Retrieve Certificate of	None	Dependent on the date of pick-	SRS II / IP Officer



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	Registration from the IPOPHL.		up indicated in the claim stub	(Technology Licensing Office)
	7. Record details in the ASTI's IP Database. 7.1 Notify the Planning Unit, Division Chiefs, Director, and the Project Team about the newly registered/filed Industrial Design during quarterly MFO/PREXC and Tech Core reporting.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
TOTAL		None	Fourteen (14) working days <i>(Note: This is the processing time until TLO's submission of application form to IPOPHL)</i>	

Handling Customer Feedback

1. Handling Customer Feedback (Complex)

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:	Complex		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; 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) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-03 DOST-ASTI Customer Satisfaction Survey for Product		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-17 DOST-ASTI Customer Satisfaction Survey for Procurement Services		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-11 Events Evaluation Form		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
Agency			
Letter of Correspondence			
Delivery Receipt			
ASTI-FM 04-13 DOST-ASTI Customer Satisfaction Survey Report for Product		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-14 DOST-ASTI Customer Satisfaction Survey Report for Activities Under Research Funding Agreement		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-15 DOST-ASTI Customer Satisfaction Survey Report for Events		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	

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

01. 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 Review the feedback and, if necessary, request additional details for clarification. 1.2. Input the information into the online feedback tracker.	None	Three (3) working days upon receipt	Project Lead/ Project Manager/ Project Administrative staff, Concerned Division
	2. Discuss the client feedback with the concerned unit and the concerned Division Chief	None	Five (5) working days	Project Lead/ Project Manager/ Project Administrative staff, Section/Unit Head, Division Chief, Concerned Division



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01. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3. Concerned Division Chief approves action to be taken and it must be acted upon within 5 working days.</p> <p><i>Note: If for product defects:</i></p> <ul style="list-style-type: none"> - Advise customer to return products within the warranty period. - Acknowledge receipt of the returned products. - Prepare Test/Inspection Report, if applicable. - If for service-related or contract research, refer to ASTI-PM 05-02 Correction and Corrective Action Procedure. 	None	Five (5) working days	Project Lead/ Project Manager/ Project Administrative staff, Section/Unit Head, Division Chief, Concerned Division



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01. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If feedback is determined as solely suggestive of enhancement and does not demand immediate action/correction, an acknowledgement of receipt and/or evaluation of feedback would suffice to close the transaction.			
	4. Inform Customer/ Interested Parties of the findings and recommendations through written communication.	None	Two (2) working days after resolution finalization	Project Lead/ Project Manager/ Project Administrative staff, Section/Unit Head, Concerned Division
	5. Monitor the status of customer feedback and input the action taken in the online feedback tracker. Ensure that the online feedback tracker is always up to date for easy access of the QMR to be presented on during Management	None	Monthly as needed	Project Lead/ Project Manager/ Project Administrative staff, Section/Unit Head, Concerned Division



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	Reviews.			
TOTAL		None	Fifteen (15) working days	

2. Handling Customer Feedback (Highly Technical)

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:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; 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) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-03 DOST-ASTI Customer Satisfaction Survey for Product		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-17 DOST-ASTI Customer Satisfaction Survey for Procurement Services		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-11 Events Evaluation Form		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
Agency			
Letter of Correspondence			
Delivery Receipt			
ASTI-FM 04-13 DOST-ASTI Customer Satisfaction Survey Report for Product		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-14 DOST-ASTI Customer Satisfaction Survey Report for Activities Under Research Funding Agreement		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	
ASTI-FM 04-15 DOST-ASTI Customer Satisfaction Survey Report for Events		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)	

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

02. 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 Review the feedback and, if necessary, request additional details for clarification. 1.2. Input the information into the online feedback tracker.	None	Three (3) working days upon receipt	Project Lead/ Project Manager/ Project Administrative staff, Concerned Division
	2. Discuss the client feedback with the concerned unit and the concerned Division Chief	None	Five (5) working days	Project Lead/ Project Manager/ Project Administrative staff, Section/Unit Head, Division Chief, Concerned Division



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02. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3. Concerned Division Chief approves action to be taken and it must be acted upon within 10 working days.</p> <p><i>Note: If for product defects:</i></p> <ul style="list-style-type: none"> - Advise customer to return products within the warranty period. - Acknowledge receipt of the returned products. - Prepare Test/Inspection Report, if applicable. <p><i>If for service-related or contract research, refer to ASTI-PM 05-02 Correction and Corrective Action Procedure.</i></p>	None	10 working days	Project Lead/ Project Manager/ Project Administrative staff, Section/Unit Head, Division Chief, Concerned Division



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02. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If feedback is solely suggestive of enhancement and does not demand immediate action/correction, the project lead an acknowledgement of receipt and/or evaluation of feedback would suffice to close the transaction.			
	4. Inform Customer/ Interested Parties of the findings and recommendations through written communication.	None	Two (2) working days after resolution finalization	Project Lead/ Project Manager/ Project Administrative staff, Section/Unit Head, Concerned Division
	5. Monitor the status of customer feedback and input the action taken in the online feedback tracker.	None	Monthly as needed	Project Lead/ Project Manager/ Project Administrative staff, Section/Unit Head, Concerned Division



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	Ensure that the online feedback tracker is always up to date for easy access of the QMR to be presented on during Management Reviews.			
TOTAL		None	Twenty (20) working days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<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>Franz A. de Leon, Ph.D. Director DOST-Advanced Science and Technology Institute UP TechnoPark Complex, C.P. Garcia Ave., Diliman, Quezon City</p>
How feedbacks and complaints are processed	<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 taken and it must be acted upon within 15 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</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 • 1-ARTA (2782) – Anti-Red Tape Authority

DIVISION	ADDRESS	CONTACT INFORMATION
Office of the Director	2 nd Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1100 info@asti.dost.gov.ph
Finance and Administrative Division	1 st Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1200 may@asti.dost.gov.ph
Knowledge Management Division	1 st Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1602 pol@asti.dost.gov.ph
Research and Development Division	2 nd Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1304 peterb@asti.dost.gov.ph
Solutions and Services Engineering Division	2 nd Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1408 ning@asti.dost.gov.ph
Computer Software Division	3 rd Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1300 joan@asti.dost.gov.ph