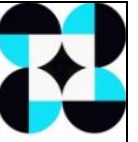




**DEPARTMENT OF SCIENCE AND TECHNOLOGY**  
**Regional Office No. 7**

# **CITIZEN'S CHARTER**

**2019 (1<sup>st</sup> Edition)**



**I. MANDATE:**

The Department of Science and Technology is the premier science and technology body in the country charged with the twin mandate of providing central direction, leadership and coordination of all scientific and technological activities, and of formulating policies, programs and projects to support national development.

**II. VISION:**

DOST VII envisions to serve as an excellent prime-mover of science and technology for regional and countryside development with gender equality and equity.

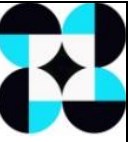
**III. MISSION:**

To spearhead scientific, technological and innovation efforts and ensure that these result in maximum economic and social benefits for the people in the region.

**IV. SERVICE PLEDGE:**

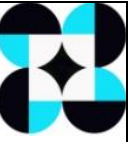
We commit to:

1. Identify the needs and opportunities in S & T in the region;
2. Formulate and implement a regional S & T plan consistent with and supportive of regional development thrusts as well as the National S & T Plan;
3. Provide S & T interventions to Micro, Small and Medium Enterprises (MSMEs) in the region to improve their productivity and competitiveness in both local and international markets through the Small Enterprises Technology Upgrading Program (SET UP), the banner program of DOST for technology transfer and commercialization.
4. Plan and implement S & T human resource development programs in coordination with relevant DOST institutes, such as S & T scholarship, trainings and similar activities aimed at creating a critical pool of S & T human resource;
5. Develop institutional linkages and other mechanisms with ROs and other agencies, local governments and private organizations or entities for the effective planning and implementation of S & T programs in the regions;
6. Monitor and coordinate the various programs, projects and activities of DOST councils, institutes and other attached agencies in the region.



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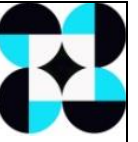


## **TECHNOLOGY TRANSFER PROGRAMS AND SERVICES**

**Service Name: TECHNOLOGY TRANSFER PROGRAMS AND SERVICES**

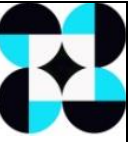
### **1.1 Small Enterprise Technology Upgrading Program (SETUP)**

**SETUP is a technology transfer and commercialization program that assists micro, small and medium enterprises (MSMEs) in using Science and Technology (S & T) to address problems and opportunities. The priority sectors of the program are, furniture, food processing, metals and engineering, horticulture, marine and aquatic resources, gifts and holiday decors, health and pharmaceuticals, and ICT/ electronics.**

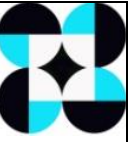


## Small Enterprise Technology Upgrading Program (SETUP)

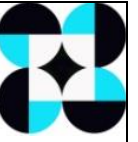
<b>Division:</b>	<b>TECHNICAL OPERATIONS DIVISION</b>	
<b>Classification:</b>	<b>SIMPLE</b>	
<b>Type of Transaction:</b>	<b>Government to Private; Government to Government</b>	
<b>Who may avail:</b>	<b>Micro, Small and Medium Entrepreneurs, LGUs</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>▪ <b>Project Proposal</b></li> <li>▪ <b>Letter of Intent</b></li> <li>▪ <b>Financial Statement (3 years for Small &amp; Medium enterprises) (At least one (1) year Financial Statement for Micro enterprises)</b></li> <li>▪ <b>Business Permits and Licenses</b></li> <li>▪ <b>Certificate of Registration</b></li> <li>▪ <b>Board Resolution</b></li> <li>▪ <b>3 Quotations from Fabricators</b></li> <li>▪ <b>Technical Design of Equipment</b></li> </ul>	<ul style="list-style-type: none"> <li>-Client with assistance from Provincial Science &amp; Technology Center (PSTCs)</li> <li>-Client or Client will fill-out the Technical Requisition Form (TRF) from PSTC</li> <li>- Client</li> <li>-Client (<i>Municipal/City LGU where the business is situated</i>)</li> <li>-Client (<i>DTI for Sole &amp; Partnership, SEC for Corporation &amp; Partnership and CDA for Cooperatives</i>)</li> <li>-Client (<i>Micro, Small &amp; Medium Enterprises whose type of ownership are Corporation &amp; Cooperative</i>)</li> <li>- Identified Fabricators of MSME or referred by DOST7 that is capable to produce the technology needed for the project</li> <li>-Selected Fabricators/suppliers of MSME or DOST7 to produce the technology needed for the project</li> </ul>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>1.Submission of Letter of Intent</b></p> <p><b>2. Technology Needs Assessment (TNA) of the Company</b></p> <p><b>3. Prepare &amp; submit to DOST project proposal and requirements for evaluation</b></p>	<p>-Conduct initial interview with client and assess if the business is legible for SETUP assistance.</p> <p>-To hasten the process, a TRF is made in lieu of the Letter of Intent. TRF is a checklist of need for the client enclosing the latter's signature.</p> <p>-Conduct orientation to client regarding the scope of SETUP assistance and the expected contribution of the client in the realization of assistance.</p> <p>-Make arrangements with client regarding conduct of TNA.</p> <p>- Conduct TNA through on-site assessment of the company's operation and identify technology requirement and gaps (e.g. power requirement, capacity &amp; system approach)</p> <p>-Assess the sustainability and feasibility of the proposed project upgrading.</p> <p>-Secure documentation through pictures of location, existing layout, existing products and existing equipment.</p> <p>-Prepare TNA form 1 with attachment and TNA Form 4</p> <p>-Gather submitted market, technical, financial and permitting documents.</p> <p>-Assist client in project proposal preparation with financial projections, partial budget analysis and RTEC report.</p>		<p>3 hours</p> <p>2 days</p> <p>10 days</p>	<p>➤ PSTC</p> <p>➤ PSTC</p> <p>➤ PSTC</p>

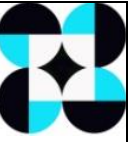


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>4. Based on evaluators' comments, revise project proposal &amp; submit to DOST</b></p> <p><b>5. Final approval by DOST of the proposal</b></p>	<p><b>-Compile and organize the submitted project proposal with other documentary requirements for internal review.</b></p> <p><b>-Forward the complete proposal to the external RTEC evaluation team.</b></p> <p><b>-Match RTEC evaluators expertise to the project proposal.</b></p> <ul style="list-style-type: none"> <li>➤ <b>Projects 3Million and above - pre-evaluation by Regional office and final evaluation from Central office.</b></li> <li>➤ <b>Projects 1Million-3Million - an En-Banc evaluation is required.</b></li> <li>➤ <b>Projects below 1Million - evaluation is by referendum.</b></li> </ul> <p><b>-Recommended project proposal is endorsed for approval to the approving authority.</b></p> <ul style="list-style-type: none"> <li>➤ <b>Projects 3Million and above - approval by DOST EXECOM</b></li> <li>➤ <b>Projects below 3Million - DOST 7 Regional Director</b></li> </ul> <p><b>-DOST and the client with his co-maker, will enter into Memorandum of Agreement (MOA)</b></p> <ul style="list-style-type: none"> <li>➤ <b>Client will be informed of the approval</b></li> </ul>	<p><b>500.00</b></p>	<p>2 days</p> <p>3 days</p> <p>2 days</p> <p>3 hours</p>	<ul style="list-style-type: none"> <li>➤ RO-TOD</li> <li>➤ RO-TOD</li> <li>➤ RO-TOD</li> <li>➤ PSTC</li> </ul>



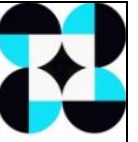
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"><li>➤ Perform contract review and signing of MOA once both parties have agreed on the terms of reference for the conduct of technical assistance.</li><li>➤ Orientation of Account Opening to LBP</li></ul>			
<b>TOTAL:</b>		<b>500.00</b>	<b>20 days</b>	



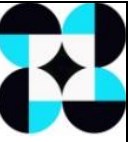


## 1.2. Grants in Aid (GIA) Program

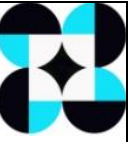
<b>Division:</b>	<b>Technical Operations Division</b>		
<b>Classification:</b>	<b>Complex</b>		
<b>Type of Transaction:</b>	<b>Government to Government, Government to Private, LGUs, Cooperatives</b>		
<b>Who may avail:</b>	<b>All National Government Agencies, LGUs, NGO, Cooperatives, Private Organizations, Private Academe</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. DOST 7 GIA PROPOSAL REQUIREMENTS (COA Circular 2007 – 001) 2. RTEC Evaluation Form 3. APPROVAL LETTER 4. ENDORSEMENT LETTER 5. NOTARIZED AND FULLY SIGNED MOA 6. CHECKLIST OF LIQUIDATION		Technical Operations Division Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>1. Submit a Proposal containing the complete supporting documents</b></p> <p><b>2. Provide Corrections and Revision on the Proposal</b></p> <p><b>3. Provide Required Signatures</b></p> <ul style="list-style-type: none"> <li>• <b>Provide 500php for the Notarization</b></li> </ul>	<p>1. Acknowledge Receipt of proposal and feedback if there is lacking documents</p> <ul style="list-style-type: none"> <li>• Reproduce 2 copies of RTEC evaluation form for RTEC members</li> <li>• Follow up on RTEC evaluation</li> <li>• Provide Feedback to PSTC the RTEC comments for revision</li> </ul> <p>2. Continue RTEC evaluation until Approved</p> <ul style="list-style-type: none"> <li>• Prepare Recommendation Form from RTEC Members</li> <li>• Prepare Atleast 2 Approval letter and attach accomplished Recommendation from RTEC members</li> <li>• Prepare MOA: Include Government issued ID # of Regional Director</li> <li>• Email MOA to PSTC for signing: Proponent + Proponent Witness + PSTC as DOST witness</li> </ul> <p>3. Prepare 5 copies of MOA</p> <ul style="list-style-type: none"> <li>• Collect 500php for Notarization</li> <li>• Let Accountant and Regional Director signed the MOA</li> <li>• After Notarization, Provide 1 copy to accountant, 2 copies to PSTC, 1 Copy to TOD.</li> <li>• Prepare OBR and DV with Photocopy of Notarized MOA</li> <li>• Submit to Budget Office for Obligation</li> <li>• Facilitate in release of the Funds</li> </ul>	<p>500.00 php</p>	<ul style="list-style-type: none"> <li>➤ 6 months and 25 days</li> </ul>	<ul style="list-style-type: none"> <li>➤ GIA Science Research Assistant</li> <li>➤ DOST budget office</li> <li>➤ PSTC</li> </ul>

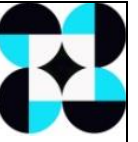


<b>4. Submit Original copy of partial Liquidation/Financial report</b>	4. Follow up progress and status report from PSTC of the Projects every after 3 months after release of funds. <ul style="list-style-type: none"><li>• Photocopy and keep the Partial Liquidation/ Financial Report</li><li>• Prepare RTEC Evaluation form and attach signed letter of request from Proponent and endorsement letter from PSTC and revised LIB for Re alignment.</li><li>• Prepare Approval Letter for Regional Director to signed</li><li>• Send Scanned copy to PSTC</li></ul>			
TOTAL:		500.00	6 months and 25 days	



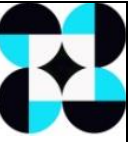
## Extension and Realignment of Projects in Grants in Aid Program

<b>Division:</b>	Technical Operations Division				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G – Government to Government				
<b>Who may avail:</b>	All National Government Agencies, LGUs, NGO, Cooperatives, Private Organizations, Private Academe				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. RTEC Evaluation Form</li> <li>2. Approval Letter</li> <li>3. Endorsement Letter</li> </ol>			Technical Operations Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>		<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Submit Letter of Request for Extension and Realignment of Projects</li> </ol>	<ol style="list-style-type: none"> <li>1. Prepare RTEC Evaluation form and attach signed letter of request from Proponent and endorsement letter from PSTC and revised LIB for Re alignment.</li> <li>2. Prepare Approval Letter for Regional Director to signed</li> <li>3. Send Scanned copy to PSTC</li> </ol>		none	➤ 3 days	>GIA Science Research Assistant
<b>TOTAL:</b>			none	3 days	

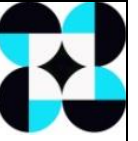


### 1.3 Community Empowerment through Science and Technology (CEST)

<b>Division:</b>	<b>Technical Operations</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>Government to Private, Government to Government, Coop</b>			
<b>Who may avail:</b>	<b>Micro, Small Entrepreneurs, Coop and LGU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Customer Profile</b> <b>Proposal Format</b> <b>RTEC Evaluation Form</b>			<b>Provincial Science and Technology Centers, Technical Operations Division</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1, Submission of letter of intent, Accomplish Customer Profile Form.  2. Prepare & submit proposal with supporting documents.  3. Provide corrections and revision on the proposal  4. Signing of MOA	<ul style="list-style-type: none"> <li>• Receive request, conduct initial discussions/evaluation to assess technical feasibility background information of proponent..</li> <li>• Conduct Technology Needs Assessment to the area</li> <li>• Reproduce copies of proposal for RTEC evaluation</li> <li>• Provide feedback to PSTC from the RTEC evaluation</li> </ul> <ul style="list-style-type: none"> <li>• Continue RTEC evaluation if revisions are required</li> <li>• Prepare recommendation Form from RTEC members</li> <li>• If proposal is approved, prepare 2 approval letters and attach accomplished recommendations from RTEC members. If disapproved inform proponent thru letter.</li> <li>• Prepare MOA &amp; email to PSTC for signing by proponent, witness and PSTD.</li> </ul>		6 months- depending on the proponent's readiness to submit needed requirements	PSTD , CEST Coordinator, GIA Project Staff

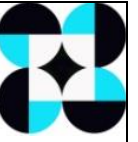


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. Provide notarization fee</p> <p>6. Submit original copy of partial liquidation/ financial report.</p>	<ul style="list-style-type: none"> <li>• Complete MOA signatories- Regional Director, Accountant and have it notarized.</li> <li>• Provide notarized copies to the Accountant, TOD and PSTC</li> <li>• Prepare OBR and DV with photocopy of notarized MOA</li> <li>• Submit to budget Office for Obligation</li> <li>• Facilitate for release of funds.</li> </ul> <ul style="list-style-type: none"> <li>• Follow up progress and status report from PSTC, after 3 months from release of funds.</li> <li>• Photocopy and keep the partial liquidation/ financial report</li> <li>• For realignment request, prepare RTEC evaluation form and attached letter of request from proponent, endorsement letter from PSTD with revised LIB for re alignment.</li> <li>• Prepare approval letter to be signed by the Regional Director</li> <li>• Send copy to PSTD.</li> </ul>	<p>P 500,00</p>		<p>PSTD , CEST Coordinator, GIA Project Staff, Budget Officer Accountant</p>
		<p>P 500.00</p>	<p>Minimum of 6 months</p>	



### **1.3 Technical Consultancy Programs**

- a. Manufacturing Productivity Extension for Export Promotion (MPEX) is a program that assists micro, small and medium enterprises (MSMEs) in the manufacturing sector to attain higher productivity through improvements in the overall operation of the firm**
- b. Consultancy for Agricultural Productivity Enhancement (CAPE) is a program which seeks to institutionalize effective farm management strategies to improve agriculture and aquatic farms through productivity studies of consultants.**
- c. Food Safety program aims to improve the quality control and monitoring procedures of the food industry sector through trainings and consultancy on Good Manufacturing Practices, Hazard Analysis and Critical Control Point (HACCP) Implementation, ISO 22000 and other food related trainings.**
- d. Energy Management, Conservation and Audit Measures seeks to assist SMEs through trainings on the latest technological developments on energy conservation and efficient technologies.**
- e. Cleaner Production**

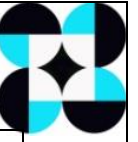


## Technical Consultancy Programs

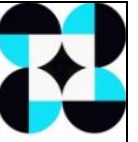
<b>Division:</b>	Technical Operations Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Private
<b>Who may avail:</b>	Qualified MSMEs of the DOST Priority Sectors: (a) Food processing; (b) Furniture; (c) Gifts and holiday decors (GHD)/handicrafts; (d) Horticulture; (e) Aquaculture; (f) Metals and engineering; (g) Health and Wellness and (h) ICT.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>1. CAPE</b></p> <ul style="list-style-type: none"> <li>- Micro, small, or medium agri or aqua enterprise</li> <li>- With at least two (2) farm/pond workers</li> <li>- Required area or farm capacity:               <ol style="list-style-type: none"> <li>a. Crops - At least one (1) hectare or a cluster of two (2) to three (3) farms</li> <li>b. Livestock - Swine (At least 20 sow heads), Goat (At least 20 heads), Carabao (At least 10 heads), Cattle (At least 10 heads)</li> <li>c. Poultry - At least 500 heads or a cluster with minimum of 100 heads/farm</li> <li>d. Pond - At least one-half (<math>\frac{1}{2}</math>) hectare or a cluster of two (2) to three (3) ponds</li> </ol> </li> </ul> <p><b>2. MPEX / Cleaner Production Technology / Energy Efficiency</b></p> <ul style="list-style-type: none"> <li>- Micro, small, or medium manufacturing enterprise belonging to the DOST priority sectors</li> <li>- With at least three (3) production workers</li> <li>- With at least two (2) years of manufacturing/production operation</li> </ul> <p><b>3. Food Safety Consultancy</b> - Micro, small, or medium food manufacturer/processor or food service provided</p>	<p>All basic information of potential customer, and from the customer.</p>



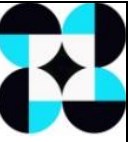


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• Submit requests in writing to the provincial S&amp;T offices or to the ORD; or accomplish a Technical Service Request Form</li> <li>• Accomplish Customer Profile Form (TO-SET F01) if the requesting party is a first-time customer of the DOST Regional Office.</li> <li>• None</li> <li>• None</li> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• Receive letter of request or accomplished request form</li> <li>• None</li> <li>• Conducts initial evaluation in order to assess technical feasibility, background information of customer and level of priority. If request is deliverable, endorse to the Regional Director; else, inform customer</li> <li>• Procurement of consultancy services from pool of accredited experts</li> <li>• Conduct of Consultancy Service</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> <li>• None</li> <li>• None</li> <li>• None</li> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• 5 minutes</li> <li>• NA</li> <li>• 3 days from receipt of request</li> <li>• 15 days</li> <li>• 1 day</li> </ul>	<ul style="list-style-type: none"> <li>• PSTC Staff or ORD Staff</li> <li>• Customer</li> <li>• PSTD</li> <li>• Consultancy Program Coordinator</li> <li>• Consultancy Program Coordinator, PSTC staff</li> </ul>
<b>TOTAL:</b>		<b>₱0.00</b>	<b>19 days and 5 minutes</b>	



## 1.4. Technology Training Services

<b>Division:</b>	<b>TECHNICAL OPERATIONS DIVISION</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>Government to Private, Government to Government</b>			
<b>Who may avail:</b>	<b>Micro, Small and Medium Entrepreneurs, Coops, LGUs</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Filled up:</b> <ul style="list-style-type: none"> <li>▪ Technical Request Form</li> <li>▪ Customer Profile Form</li> </ul>			<b>At the Technical Operations Division or at the PSTCs</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of Technical Request Form/ Letter of Intent and Customer Profile form	<Conduct of Initial Evaluation and Training Needs Analysis (TNA)	None	1 Hr.	Regional Training Coordinators, PSTDs
2.Attend Consultation/ Discussion with Trainor	<Conduct Consultation with Requesting Party (If approved) re (participants, date, venue, technologies, raw materials) <Prepare Term of Reference <Conduct of Training		1 Hr.	PSTD, Training Coordinator
			1-3 days depending on the type of training	PSTD, Training Coordinator, Trainer
3. Evaluation of the Training			30 Minutes	Participants
<b>TOTAL:</b>		None		

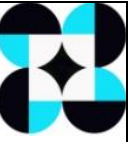


## **Service Name: Science and Technology Services**

### **2.1. Regional Standard & Testing Laboratory (RSTL) Services**

The DOST VII RSTL Services is an ISO/IEC 17025 accredited laboratory offering the following services:

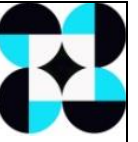
- ❖ **Analytical Testing Services**
  - **Chemistry Laboratory**
  - **Microbiology**
  - **Physical Laboratory**
- ❖ **Calibration Services**
  - **Calibrating Bucket/ Liquid Test Measure**
  - **Trailer/ Vehicle Tank**
  - **Proving Tank**
  - **Thermometer**
  - **Thermohygrometer**
  - **Pressure Gauge**
  - **Hydrometer**
  - **Test Weights**
  - **Weighing Scale**
  - **Caliper**
  - **Micrometer**
  - **Dial Gauge/ Dial Test Indicator**
  - **Height Gauge**
- ❖ **Formula of Manufacture**
- ❖ **Shelf Life Studies**
- ❖ **Furniture Testing**



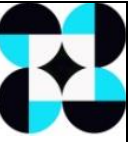
## Regional Standard & Testing Laboratory (RSTL) Services

<b>Division:</b>	<b>Regional Standards and Testing Laboratory</b>
<b>Classification:</b>	<b>Highly Technical</b>
<b>Type of Transaction:</b>	<b>Government to Government, Government to Private</b>
<b>Who may avail:</b>	<b>Researchers, Students, Company, Hotel and Individual</b>

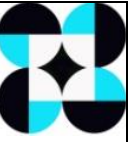
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>1. Request Forms</b></p> <p><b>2. Sample requirements:</b></p> <ul style="list-style-type: none"><li>➤ <b>Microbiology:</b> Solid samples: 250 grams Liquid samples: 500 mL</li><li>➤ <b>Chemistry :</b> Solid samples: 200 grams Liquid samples: 500 mL</li><li>➤ <b>Calibration:</b> Instruments/equipment must be clean have readable tags, no broken glass, free from corrosion and in good condition</li></ul>	<p><b>RSTL</b></p>



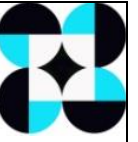
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>➤ Submitting of Test/Calibration samples</li> <li>➤ Pay Analytical Testing/ Calibration/ On-site Fee and get official receipt</li> <li>➤ Get Claim Slip. Ask the Receiving Officer for the date when test/calibration report is expected to be finished.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Receiving of Test/Calibration samples</li> <li>➤ Receive payment and issue Official Receipt</li> <li>➤ Give claim slip and date when report will be finished</li>   <li>➤ Conduct testing/ calibration of formula of manufacture</li> </ul> <p>Chemistry Laboratory</p> <p>Ash            Calcium            Fat, Crude            Fat, Total            Fiber, Crude            Fiber, Total Dietary            Iron            Lead            Moisture/Total Solids            Nitrite            pH            Phosphorus            Protein</p>	<p>550.00            1,920 per 1 or 2 samples            960.00            1,200.00            1,380.00            7,200.00            1,920 per 1 or 2 samples            2,300 per 1 or 2 samples            400.00            273.00            325.00            1,440.00            1,000.00</p>	<p>30 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>1 week            Note: Duration may be extended or reduced depending on the quantity of samples received by the laboratory</p>	<p>Receiving Officer</p> <p>Cashier</p> <p>Receiving officer</p> <p>Laboratory Analyst</p>



	<b>Potassium</b>	<b>1,920 per 1 or 2 samples</b>		
	<b>Salinity</b>	<b>300.00</b>		
	<b>Salt as NaCl</b>	<b>700.00</b>		
	<b>Sodium</b>	<b>1,920 per 1 or 2 samples</b>		
	<b>Specific Gravity</b>	<b>350.00</b>		
	<b>Sulfite</b>	<b>273.00</b>		
	<b>Total Titrable Acidity</b>	<b>560.00</b>		
	<b>Water Activity</b>	<b>375.00</b>		
	<b>Zinc</b>	<b>1,920 per 1 or 2 samples</b>		
	<b>Nutrition Labeling</b>	<b>1,500.00</b>		
	<b>Total Sugars as Sucrose (Lane-Eynon)</b>	<b>1,100.00</b>		
	<b>Total Sugars as Sucrose/Total Soluble Solids/Brix</b>	<b>360.00</b>		
	<b>Nitrogen</b>	<b>1,000.00</b>		
	<b>Moisture</b>	<b>400.00</b>		
	<b>Assay/Purity-Titrimetric</b>	<b>273.00</b>		
	<b>Assay/Purity-Gravimetric</b>	<b>1,020.00</b>		
	<b>Assay/Purity-Spectrophotometric</b>	<b>280.00</b>		
	<b>Acid Number/Free Fatty Acid</b>	<b>500.00</b>		
	<b>Saponification Number</b>	<b>500.00</b>		
	<b>Sulfate</b>	<b>350.00</b>		
	<b>Chloride</b>	<b>700.00</b>		
	<b>Partial Alkalinity/Total Alkalinity</b>	<b>500.00</b>		
	<b>Phosphate</b>	<b>1,440.00</b>		
	<b>Total Dissolved Solids(TDS)</b>	<b>600.00</b>		
	<b>Total Hardness</b>	<b>700.00</b>		
	<b>Total Suspended Solids</b>	<b>650.00</b>		
	<b>Microbiology Laboratory</b>			
	<b>Aerobic Plate Count</b>	<b>550.00</b>		
	<b>Total Coliform Count</b>	<b>550.00</b>		
	<b>E.coli</b>	<b>1,000.00</b>		
	<b>Salmonella Detection</b>	<b>1,000.00</b>		
	<b>Staphylococcus Aureus Count</b>	<b>1,200.00</b>		

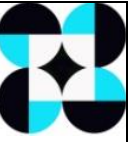


<b>Yeasts &amp; Molds Count</b>	<b>550.00</b>		
<b>Commercial Sterility</b>	<b>2,000.00</b>		
<b>Salmonella Detection(AOAC-OMA)</b>	<b>1,500.00</b>		
<b>Campylobacter Detection</b>	<b>2,000.00</b>		
<b>Heterotrophic Plate Count</b>	<b>550.00</b>		
<b>Physical Laboratory</b>			
<b>Any powdered Samples</b>	<b>112.00</b>		
<b>Bursting Strength</b>	<b>245.00</b>		
<b>Fabric Count/Yarn Count</b>	<b>238.00</b>		
<b>Tensile Strength</b>	<b>245.00</b>		
<b>Calibration Services</b>			
<b>Calibrating Bucket 10L</b>	<b>500.00</b>		
<b>Calibrating Bucket 20L</b>	<b>600.00</b>		
<b>Road Tanker 5000L and below</b>	<b>1,000.00</b>		
<b>Road Tanker 6000 – 10000L</b>	<b>1,500.00</b>		
<b>Road Tanker 11000 – 15000L</b>	<b>2,000.00</b>		
<b>Road Tanker 16000 – 20000L</b>	<b>2,500.00</b>		
<b>Road Tanker 21000 – 25000L</b>	<b>3,000.00</b>		
<b>Road Tanker 26000 – 30000L</b>	<b>3,500.00</b>		
<b>Road Tanker 31000 – 35000L</b>	<b>4,000.00</b>		
<b>Road Tanker 36000 – 40000L</b>	<b>4,500.00</b>		
<b>Road Tanker 41000 – 45000L</b>	<b>5,000.00</b>		
<b>Road Tanker 46000 – 50000L</b>	<b>5,500.00</b>		
<b>Proving Tank 100L</b>	<b>1,400.00</b>		
<b>Proving Tank 200 – 400L</b>	<b>1,500.00</b>		
<b>Proving Tank 500 – 2000L</b>	<b>3,000.00</b>		
<b>Proving Tank 2500 – 4000L</b>	<b>4,000.00</b>		
<b>Flow/LPG Gas Meter</b>	<b>700.00</b>		
<b>Digital/Glass-filled/Bi-metallic Thermometer</b>	<b>1,700.00</b>		
<b>Per additional Test Point</b>	<b>400.00</b>		
<b>Deadweight pressure gauge Tester s/s deadweight</b>	<b>1,000.00</b>		
<b>Pressure gauges</b>	<b>105.00 per pc</b>		
	<b>750.00</b>		

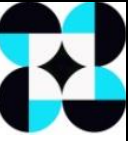


	<b>Test Weights</b> - Mass(OIML) Class F(up to 5kg) - Mass(OIML) Class F(10 to 20kg) - Mass(OIML) Class F(25 to 50kg) - Mass(OIML) Class M(up to 5kg) - Mass(OIML) Class M(10 to 20kg) - Mass(OIML) Class M(25 to 50kg) - Mass - Special Accuracy I (up to 1 tonne) - Mass - High Accuracy II (up to 1 tonne) - Mass - Medium Accuracy III (up to 1 tonne)  - Mass - Ordinary Accuracy IIII (up to 1 tonne)	600.00 800.00 1,000.00 450.00 600.00 700.00 1,200.00 plus 14 per additional tonnage 1,000.00 plus 14 per additional tonnage 900.00 plus 14 per additional tonnage  800.00 plus 14 per additional tonnage		
	Caliper (up to 150 mm) Caliper (151 to 200 mm) Caliper (201 to 300 mm) Caliper (301 to 450 mm) Micrometer (up to 25 mm) Micrometer (26 to 100 mm) Micrometer (101 to 150 mm) Setting Rod Calibration per piece Dial Test Indicator & Dial Gauge < 20mm Digimatic Indicator/Dial Gauge >20 mm Thickness Gauge Height Gauge	750.00 850.00 950.00 1,100.00 600.00 800.00 1,000.00 500.00 750.00  1,400.00  1,400.00 840.00		

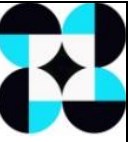




<b>Depth Gauge</b>	<b>950.00</b>		
<b>Pin Gauge</b>	<b>300.00</b>		
<b>Feeler Gauge (per leaf)</b>	<b>300.00</b>		
<b>Depth Micrometer</b>	<b>700.00</b>		
<b>Dimensional Measurement</b>	<b>500.00</b>		
<b>Metal Rule (up to 300 mm)</b>	<b>500.00</b>		
<b>Metal Rule (301 and above)</b>	<b>700.00</b>		
<b>Tape Measure</b>	<b>700.00</b>		
<b>Steel Tape Measure (up to 5m)</b>	<b>700.00</b>		
<b>Steel Tape Measure additional 1 m</b>	<b>70.00</b>		
<b>Calibration Tester</b>	<b>2,300.00</b>		
<b>Formula of Manufacture</b>	<b>300.00</b>		
<b>Low acid canned foods</b>	<b>19,683.00</b>		
<b>Dried food temperature accelerated</b>	<b>17,352.00</b>		
<b>Dried food moisture accelerated</b>	<b>14,730.00</b>		
<b>Perishable</b>	<b>15,489.00</b>		
<b>Juices</b>	<b>14,601.00</b>		
<b>Direct shelf life method</b>	<b>19,938.00</b>		
<b>Furniture Testing</b>			
<b>Accessible Clearances</b>	<b>500.00</b>		
<b>Anti-tip Kit Test</b>	<b>600.00</b>		
<b>Arm Downward Static Load Test</b>	<b>800.00</b>		
<b>Arm Durability Test</b>	<b>5,400.00</b>		
<b>Arm Impact Test</b>	<b>600.00</b>		
<b>Arm Sideways Static Load Test</b>	<b>800.00</b>		
<b>Backward Fall Test</b>	<b>600.00</b>		
<b>Back Impact Test</b>	<b>600.00</b>		
<b>Back Static Load Test</b>	<b>800.00</b>		
<b>Caster Durability</b>	<b>2,500.00</b>		
<b>Chair Rocking Test</b>	<b>4,500.00</b>		
<b>Diagonal Base Load Test</b>	<b>800.00</b>		
<b>Drawer Cycle Test</b>	<b>1,000.00</b>		
<b>Drop Test</b>	<b>600.00</b>		
<b>Fatigue Test</b>	<b>4,500.00</b>		
<b>Front Seating</b>	<b>800.00</b>		

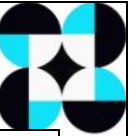


<p>➤ <b>Surrender Claim Slip and pay the remaining balance if not fully paid. Get the test/calibration report, acknowledge the receipt of the report by signing the DOST7-RSTL copy of the report. For calibration samples, sign the logbook for the instruments claimed.</b></p>	<p><b>Furniture Stability (Front&amp;Side)</b>  <b>Hinge Operability</b>  <b>Impact Durability</b>  <b>Knob &amp; Pull Test</b>  <b>Leg Forward Static Load Test</b>  <b>Leg Sideways Static Load Test</b>  <b>Lid Loading</b>  <b>Mar Testing</b>  <b>Moisture Content</b>  <b>Opening Force</b>  <b>Racking Test</b>  <b>Rear Stability Test</b>  <b>Resistance To Corrosion</b>  <b>Resistance to Hot Water</b></p> <p>➤ <b>Releasing of Test/Calibration Report Samples Side)</b></p>	<p><b>1,600.00</b>  <b>1,200.00</b>  <b>600.00</b>  <b>600.00</b>  <b>800.00</b>  <b>800.00</b>  <b>600.00</b>  <b>600.00</b>  <b>500.00</b>  <b>600.00</b>  <b>600.00</b>  <b>800.00</b>  <b>1,425.00</b>  <b>600.00</b></p>	<p><b>10 minutes</b></p>	<p><b>Receiving Analyst</b></p>
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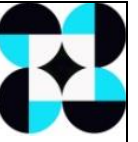


## 2.2. Packaging and Labeling

<b>Division:</b>	<b>TECHNICAL OPERATIONS DIVISION</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>Government to Private, Government to Government</b>			
<b>Who may avail:</b>	<b>Micro, Small and Medium Entrepreneurs, Coops, LGUs</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Filled up:</b> <ul style="list-style-type: none"> <li>▪ Technical Request Form</li> <li>▪ Customer Profile Form</li> <li>▪ Package Design Brief</li> </ul>			<b>At the Technical Operations Division or at the PSTCs</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of Technical Request Form/ Letter of Intent , accomplish Customer Profile form and Package Design Brief	1.Conduct of Initial Evaluation to assess technical feasibility background information of customer and level of priority		1 hour	PSTD Packaging and Labeling Coordinator
	2. If approved, the request is endorsed to the RSTD and if disapproved the customer is informed on writing.		30 minutes	PSTD Packaging and Labeling Coordinator
	3. Request is endorsed to Packaging Technology Division of ITDI or to local packaging designers.		2 months	PSTD Packaging and Labeling Coordinator PTD/ Local Designers



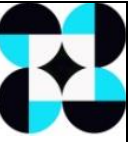
<p>Customer fills up Customer Satisfaction Feedback Form</p>	<p>4. ITDI-PTD or Local Designers prepares the packaging design and forwards it to the regional office for presentation and approval of the customer.</p> <p>5.The DOST 7 evaluates the presented design with the customer</p> <p>If the design is considered to be inadequate/ needs further improvement, the regional office informs the Packaging Technology Division-ITDI / local designers for revision</p> <p>6.The final packaging design is endorsed to customer for execution.</p> <p>7.Evaluation and Monitoring</p>	<p>3,951 (price may vary depending on the design)</p>	<p>2 months Note: Duration may be extended or reduced depending on the quantity of products and complexity of the design</p> <p>4 hours</p> <p>1 Hr.</p> <p>30 minutes</p>	<p>PSTD Packaging and Labeling Coordinator</p> <p>PSTD Packaging and Labeling Coordinator</p> <p>PSTD Packaging and Labeling Coordinator</p>
<p>TOTAL:</p>		<p>3,951</p>		



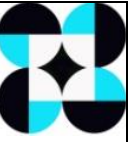
### 3. Service Name: Human Resource Development

#### 3.1 SEI Scholarship Services

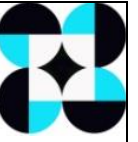
<b>Division:</b>	Scholarship
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Consumer
<b>Who may avail:</b>	All Grade 12 Senior High School students under the STEM strand can apply. However, students under the NON-STEM strand must belong to the upper 5% of the NON-STEM graduating class as certified by the school principal.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<p><b>Qualified students must submit the following:</b></p> <ol style="list-style-type: none"> <li>1. two (2) copies of recent and identical 1x1 id pictures</li> <li>2. proof of income of family <ul style="list-style-type: none"> <li>• <i>clear photocopy of parent/s 2018 ITR or W2 form or</i></li> <li>• <i>Employment Contract for OFW or</i></li> <li>• <i>BIR certification of Exemption from filing of ITR in 2018 or</i></li> <li>• <i>Certification of Non-employment/ Indigency duly signed by the Municipal Mayor/ Brgy. Chairperson if parent/s of applicant is/are unemployed or has/have no fixed income</i></li> </ul> </li> <li>3. clear photocopy of electric bills for the recent 3 consecutive months of 2019 <i>(if no electric connection, submit Brgy. Certification that the household has no</i></li> </ol>	<p>Scholarship Unit (Regional Office) / Provincial Science and Technology Centers (Tagbilaran City, Dumaguete City, Siquijor)</p>



<i>electric connection)</i> 4. clear photocopy of applicant's birth certificate 5. certificate of scholarship ( <i>i.e. DepEd voucher/ private scholarship-indicate amount of grant</i> ) 6. assessment form /statement of account for the whole year ( <i>if enrolled in a private school</i> ) 7. photocopy of DSWD's Listahanan 2.0 id ( <i>if applicable</i> ) 8. photocopy of DSWD's 4Ps id ( <i>if applicable</i> ) 9. fully accomplished application form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit all required documents to Assessors	1. Receive Applications and supporting documents and verify for completeness	None	Ø 15 minutes (depending on the # of applications received)	Ø Scholarship Staff/ Assessor
	2.Evaluate Applications and Required Documents based on the criteria for eligibility outlined in the announcement brochure			



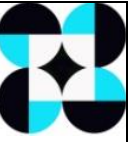
<i>Proceed to Cashier to pay the testing fee if assessed as Merit Applicant</i>	<i>P200 will be collected from the applicant who will not qualify under the RA 7687 scholarships as evaluated based on the identified socio-economic indicators. An Official Receipt will then be issued after paying the testing fee</i>	P200		Ø Cashier
2. Proceed to Encoder after assessment of documents	3. Encode the Applicant's Personal & Financial Information based from the accomplished Application Form and supporting documents to the Undergraduate Scholarship Information System (USAS)	None		Ø Scholarship Staff/ Encoder
	4. Assign testing schedule and Issue Test Permit			
<b>TOTAL:</b>		<b>P200 (if assessed as Merit Applicant)</b>	<b>15 minutes</b>	



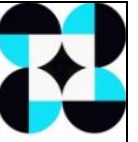
**Service Name: Issuance of Final Clearance, Travel Clearance & Certification**

<b>Division:</b>	Scholarship
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Consumer
<b>Who may avail:</b>	DOST-SEI Scholar-Graduates
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b><u>DOST Certification:</u></b>            Letter of Request            Transcript of Record            Accomplished TRACER Form</p> <p><b><u>Travel Clearance:</u></b>            Letter of Request            Guarantee Letter from the Sending Institution/            Notarized Deed of Undertaking            Accomplished TRACER Form</p> <p><b><u>Final Clearance:</u></b>            Letter of Request            Transcript of Record            Service Record/ Certificate of Employment            Accomplished TRACER Form</p>	<p>Scholarship Unit (Regional Office) / Provincial Science and            Technology Centers (Tagbilaran City, Dumaguete City,            Siquijor)</p>



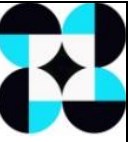


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1. Receive Request and verify for completeness	None	➤ 3 working days for Certification/Travel Clearance  15 to 20 working days for Final Clearance (depending on the # of requests received; including transmittal of request/s)	➤ Scholarship Staff
	2. <b><u>If Request for Certification or Travel Clearance:</u></b> Prepare Certification or Travel Clearance  <b><u>If Request for Final Clearance:</u></b> Transmit Request to DOST-SEI (to be issued by head office)			
	3. Endorse Certification/ Clearance to the Office of the Regional Director for signing or approval			
	Follow up/wait for the release of final clearance from DOST-SEI			
2. Follow up request	1. Release of Certification/ Clearance			
3. Accomplish the Customer Satisfaction Feedback Form after receiving the certification/ clearance	1. The form will be retrieved by the Scholarship Staff			
<b>TOTAL:</b>		None	<b>3 working days/ 15-20 working days</b>	



### 3.2. One Expert

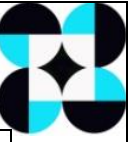
<b>Division:</b>	Technical Operations Division			
<b>Classification:</b>	Simple and Complex			
<b>Type of Transaction:</b>	Government to Private, Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>4. Registration to the portal</b>		All basic information of potential customer, and from the customer.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Visit <a href="https://oneexpert.gov.ph/">https://oneexpert.gov.ph/</a> and Register</li> <li>• Verify account by clicking the verification link sent through email</li> <li>• Access the different features of the One Expert Portal</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> <li>• None</li> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> <li>• None</li> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• 5 minutes (depending on internet speed)</li> <li>• 5 minutes</li> <li>• 10 minutes (depending on inquiry of customer and promptness of consultant reply)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer or assisted by a DOST Staff</li> <li>• Customer or by assisted by a DOST Staff</li> <li>• Customer</li> </ul>
<b>TOTAL:</b>		<b>₱0.00</b>	<b>20 minutes minimum</b>	



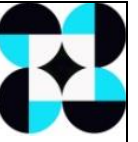
## 4. Service Name: Information

### 4.1 Library Services

<b>Division:</b>	Technical Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Private, Government to Government			
<b>Who may avail:</b>	All concerned clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Filled-up:</b> 1. Customer's Registration Form 2. Library Access Form 3. Identification Card 4. Customer Satisfaction Feedback form			DOST 7 Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>Accomplish Customer's Registration Form</li> <li>Accomplish and submit Library Access form and presentation of Identification Card</li> </ul>	<Issuance of Library Access Form	None	<ul style="list-style-type: none"> <li>1 Minute</li> <li>1 Minute</li> </ul>	<ul style="list-style-type: none"> <li>Client</li> <li>Librarian, Client</li> </ul>



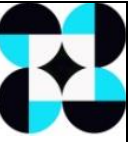
<ul style="list-style-type: none"> <li>• Request photocopy (if necessary)</li> <li>• Accomplish and submit the Customer Satisfaction Feedback form</li> <li>• Return the Library Access Form</li> </ul>	<p>&lt; Check of availability of the requested topic of research            &lt; Assist the customer in locating research topic</p> <p>&lt; Provide the requested material</p> <p>&lt; Refer to photocopying service-in-charge</p> <p>&lt; Receive accomplished Customer Satisfaction Feedback Form</p>		<ul style="list-style-type: none"> <li>• 2 Minutes</li> <li>• 10 Minutes</li> <li>• Depends on the number of materials</li> <li>• 2 Minutes</li> </ul>	<ul style="list-style-type: none"> <li>• Librarian</li> <li>• Librarian</li> <li>• Librarian</li> <li>• Librarian, Client</li> <li>• Librarian, Client</li> </ul>
<b>TOTAL:</b>		<b>None</b>		



## 4.2 STARBOOKS (Digital Library)

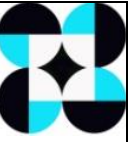
The Science and Technology Academic and Research-Based Openly Operated KioskS (STARBOOKS) dubbed as the first Philippine S & T digital library, is a stand-alone information source designed to bring S & T-based educational and learning resources in various formats to geographically-isolated schools and local government units throughout the country, as well as enhance the educational competence of students in its beneficiary schools.

<b>Division:</b>	Technical Operations Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Academic Institutions and NGOs, Government to Government	
<b>Who may avail:</b>	Local Government Units (LGUs), Non-Government Organizations (NGOs), Academic Institutions	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Formal Request (Letter of intent address to DOST-7 Regional Director Engr. Edilberto L. Paradela Lahug S &amp; T Compex, Sudlon, Lahug, Cebu City</li> <li>2. Ensure compliance with requirements (IT and Manpower Components)</li> </ol>	<p><b>Required from Clients</b></p> <p><b>DOST-7 Deployment Officer will send thru email to the interested stakeholder the digital designs of the STARBOOKS kiosk and hardware specifications and other requirements</b></p>

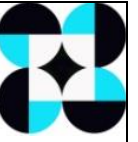


<p><b>3. Purchase equipment</b></p> <p><b>Computer</b></p> <ul style="list-style-type: none"> <li>➤ <b>Minimum - Intel Core i3, 4gb, 1 TB 7200 rpm, built in Video Card</b></li> <li>➤ <b>Recommended - Intel Core i5 or higher-8 gb, 2TB 7200 rpm, 2gb DDR3 128it</b></li> </ul> <p><b>4. POD</b></p> <p><b>5. Mandatory 1 day Training/Orientation</b></p> <p><b>6. Focal Persons (Preferably IT or Librarian)</b></p>	<p><b>(Follow the design given.)</b></p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>1. Make a Formal Request</b></p> <p><b>2. Ensure compliance of requirements (IT and Manpower Components)</b></p>	<p>Send the Letter of intent to DOST-STII together with the Institutional profile of the stakeholder to request for institutional code.</p> <p>When the stakeholder complied the STARBOOKS hardware requirements he/she should notify DOST-7 STARBOOKS deployment officer.</p> <p>DOST-7 deployment officer will advise the client to bring the CPU to DOST-7 (c/o DOST-7 Librarian or DOST-PSTC Cebu office) for installation of the system.</p>	<p>c/o stakeholder/client</p>	<p>1 day</p>	<p>DOST-7 STARBOOKS Deployment Officer</p> <p>DOST-7 STARBOOKS Deployment Officer</p>



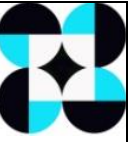
<b>3. Attend training</b>	<b>1. Install STARBOOKS System</b> <b>2. Deployment and Conduct of Training/ Orientation to Stakeholders</b>	FREE FREE	1 day Schedule of orientation/training depends time availability of stakeholder and deployment officer	DOST-7 STARBOOKS Deployment Officer  DOST-7 STARBOOKS Deployment Officer
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## VI. FEEDBACK AND COMPLAINTS

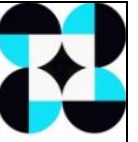
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Accomplish Feedback Form and drop it in a box near the Public Assistance Information and Complaints Desk/Counter.
How feedback is processed	<ul style="list-style-type: none"><li>• Receive Customer Feedback</li><li>• Discuss Customer's Feedback with concerned unit</li><li>• Take Appropriate Corrective Action</li><li>• Inform Customer through written communication</li></ul> <p><i>All Customer's feedback are addressed within 15 working days</i></p>
How to file a complaint	Write and Email your letter of complaint at the Regional Email Address or call the Office of the Regional Director
How complaints are processed	<ul style="list-style-type: none"><li>• Receive Customer's Complaint</li><li>• Discuss Customer's Complaint with concerned unit</li><li>• Take Appropriate Corrective Action</li><li>• Inform Customer through written communication</li></ul> <p><i>All complaints are addressed on or before 15 working days</i></p>
Contact Information of the office of the Regional Director	Tel. No. (032) 254-8269; (032) 418-9032 Email Add.: <a href="mailto:records@region7.dost.gov.ph">records@region7.dost.gov.ph</a> <a href="mailto:elparade@yahoo.com">elparade@yahoo.com</a>





## VII. LIST OF OFFICES

Office	Address	Contact Information
<b>Regional Office</b>	Lahug S & T Complex, Sudlon, Lahug, 6000 Cebu City	<p>Telefax Nos. (032) 418-9032/ 414-7477/ 254-8269 Email: <a href="mailto:records@region7.dost.gov.ph">records@region7.dost.gov.ph</a> Visit: <a href="http://region7.dost.gov.ph">http://region7.dost.gov.ph</a> <a href="https://www.facebook.com/DOST.Region7">https://www.facebook.com/DOST.Region7</a></p> <p>Engr. Edilberto L. Paradela Regional Director Email: <a href="mailto:edilberto.paradela@region7.dost.gov.ph">edilberto.paradela@region7.dost.gov.ph</a> <a href="mailto:elparade@yahoo.com">elparade@yahoo.com</a></p> <p>Engr. Jesus F. Zamora, Jr. Assistant Regional Director for Technical Operations Division Email: <a href="mailto:jesusjr.zamora@region7.dost.gov.ph">jesusjr.zamora@region7.dost.gov.ph</a> <a href="mailto:zamorajesusjr@gmail.com">zamorajesusjr@gmail.com</a></p> <p>Bernarda G. Perez Assistant Regional Director for Finance and Admin Email: <a href="mailto:bernarda.perez@region7.dost.gov.ph">bernarda.perez@region7.dost.gov.ph</a> <a href="mailto:bgpdost@yahoo.com">bgpdost@yahoo.com</a></p> <p>Engr. Samuel A. Parcon Supervising Science Research Specialist Email: <a href="mailto:samuel.parcon@region7.dost.gov.ph">samuel.parcon@region7.dost.gov.ph</a> <a href="mailto:samparcon@gmail.com">samparcon@gmail.com</a></p>



<b>Provincial Office</b>		
<b>Cebu Provincial S &amp; T Center</b>	<b>Lahug S &amp; T Complex, Sudlon, Lahug, Cebu City 6000</b>	<b>Bryan B. Ybañez Officer-in-Charge Email: <a href="mailto:bry2k7@gmail.com">bry2k7@gmail.com</a> <a href="mailto:dostcebu@gmail.com">dostcebu@gmail.com</a> Telefax No. (032) 2559931</b>
<b>Bohol Provincial S &amp; T Center</b>	<b>New Capitol Site (near Hall of Justice) Cogon District, Tagbilaran City, Bohol 6300</b>	<b>Ms. Vina R. Antopina Provincial S &amp; T Director Email: <a href="mailto:vrantopina@gmail.com">vrantopina@gmail.com</a> <a href="mailto:dostbohol@gmail.com">dostbohol@gmail.com</a> Telefax No. (038) 4113620, (038) 501-7070</b>
<b>Siquijor Provincial S &amp; T Center</b>	<b>Siquijor Provincial S &amp; T Center, Siquijor, Siquijor</b>	<b>Engr. Mario De La Peña Provincial S &amp; T Director Email: <a href="mailto:mario.delapena@region7.dost.gov.ph">mario.delapena@region7.dost.gov.ph</a>, <a href="mailto:mardelapena1961@yahoo.com">mardelapena1961@yahoo.com</a>, Telefax Nos. (035) 480-9018, (035) 344-2008</b>
<b>Neg. Oriental Provincial S &amp; T Center</b>	<b>24 Yakal St., Daro, Dumaguete City, Negros Oriental 6200</b>	<b>Atty. Gilbert R. Arbon Provincial S &amp; T Director Email: <a href="mailto:gilbert.arbon@region7.dost.gov.ph">gilbert.arbon@region7.dost.gov.ph</a> <a href="mailto:grarbon@yahoo.com">grarbon@yahoo.com</a> Telefax No. (035) 225-4551, (035) 421-2100</b>