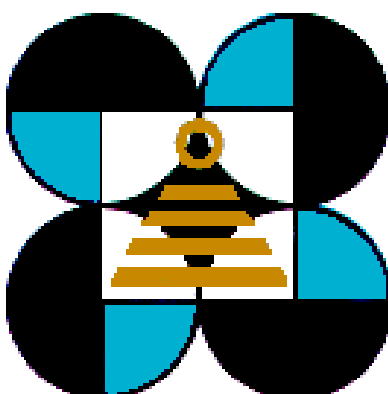


Department of Science and Technology
SCIENCE EDUCATION INSTITUTE

CITIZEN'S CHARTER

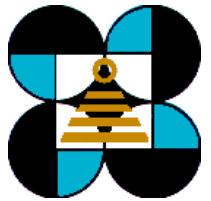
2021 Edition



Department of Science and Technology
SCIENCE EDUCATION INSTITUTE

CITIZEN'S CHARTER

2021 Edition



I. Mandate

The Science Education Institute is mandated through Executive Order No. 128 dated January 30, 1987 to perform the following functions:

- Undertake science education and training;
- Administer scholarships, awards and grants;
- Undertake science and technology manpower development; and
- Formulate plans and establish programs and projects for the promotion and development of science and technology education and training in coordination with DepEd, CHED and other institutions of learning.

II. Vision

SEI shall have developed the Philippines' human resource capacity in science and technology required to produce demand-driven outputs that meet global standards.

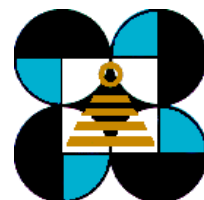
III. Mission

To accelerate the development of S&T human resources of the country by administering undergraduate and graduate scholarships and advanced specialized trainings; promote S&T culture and develop innovative science education innovative programs.

IV. Performance Pledge

We, the employees of the **Science Education Institute (SEI)**, commit to:

- Serve our client promptly and efficiently;**
- Excellently perform our duty; and consider our client as Important as we are.**



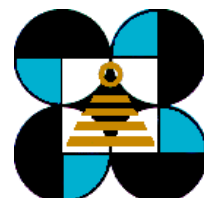
V. LIST OF SERVICES

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Science and Technology Scholarship Division

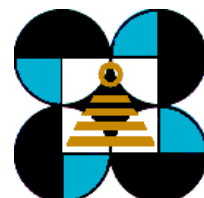
External Services



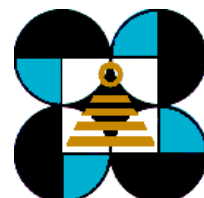
1. DOST-SEI Undergraduate Scholarship Application

The agency is mandated to produce scientifically and technically literate citizenry that will help propel the country towards national development. Towards this end, different scholarships programs are being managed, one of which is the Undergraduate Scholarship Programs.

Office or Division	Science and Technology Scholarship Division		
Classification	Complex		
Type of Transaction:	G2C- Government to Citizen		
Who may Avail:	The applicants must be:	RA 7687 Scholarship	Merit Scholarship
	• Natural-born Filipino citizen;	✓	✓
	• poor, talented and deserving student who belongs to a family whose socio-economic status does not exceed the set values of certain indicators;	✓	x
	• resident of the municipality for the last 4 years as attested by the barangay chairman;	✓	x
	• member of the top five percent (5%) of the Non-STEM strand senior high school graduating class; or member of the STEM strand senior high school graduating class;	✓	✓
	• of good moral character and in good health;	✓	✓

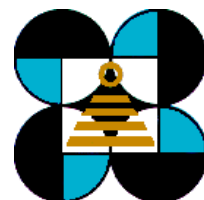


Checklist of Requirements	Where to Secure
The applicant must upload the following:	
1. Fully accomplished DOST-SEI Undergraduate Scholarship Application Form through the E-Scholarship Application System (virtual)	1. https://www.science-scholarships.ph/
2. Parent/s proof of income	
2.1 Parent/s latest Income Tax Return or BIR Form 1701 or 2316 (1 photocopy); or	2.1 Bureau of Internal Revenue
2.2 Employment Contract for OFW (1 photocopy); or	2.2 Employers of the applicant's parents
2.3 Certificate of Employment with Compensation; or	2.3 Employers of the applicant's parents
2.4 Proof of Pension; or	2.3 Social Security System or Government Service Insurance System
2.5 BIR Certification of Tax Exemption (1 photocopy); or	2.5 Bureau of Internal Revenue
2.6 Certificate of Indigency (1 photocopy)	2.4 Office of the Barangay Captain
3. Form C - Certificate of Good Moral Character (1 original)	3. School/University where the applicant is currently studying
4. Form D - Certification of Good Health (1 original)	4. School/University clinic where the applicant is currently studying or barangay clinic or hospitals
5. Form E1/E2 - Principal's Certification (1 original)	5. School/University where the applicant is currently studying
6. Form F - Certificate of Residency (1 original)	6. Office of the Barangay Captain
7. Form G - Parent's Certification (1 original)	7. Parents of applicant
8. Form H - Applicant's Certification (1 original)	8. Requesting the Applicant
9. Form I - Signed Declaration by Applicant and the Parents/Legal Guardian (1 original)	9. Parent and applicant
10. One recent passport size pictures	10. Applicant's preferred photo center
11. Birth Certificate (1 photocopy)	11. Philippine Statistics Authority
12. Affidavit of Guardianship (if with legal guardian) (1 photocopy)	12. Notary Public
13. Certified Copy of Permanent Student Record (Form 137) or	13 School/University where the applicant studied or

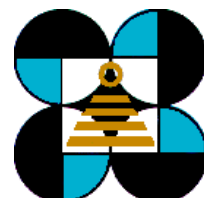


Report Card (Form 138) for Grades 9, 10 and 11 or Philippine Educational Placement Test (PEPT) or Alternative Learning System (ALS) Certificate Rating	Department of Education through the Bureau of Education Assessment
--------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------

Client Steps		Agency Action	Fees to be Paid	Processing Time	Responsible Person
Step 1: Registration	1.1. Access the online system found at https://www.science-scholarships.ph/	1.1. Make the system available online	None	3 mins.	MIS STMERPD
	1.2 Register by inputting the full name, birthday, valid email address, and all the schools attended from Grade 9 until Grade 12.	1.2 The system will email the applicant with the link where the applicant can answer the eligibility questionnaire	None		Online System
Step 2: Eligibility Check	2. Go to the link sent in the applicant's email address and answer completely and honestly the eligibility questionnaires.	2. The system will evaluate whether the applicant satisfies the eligibility requirements of the scholarship programs.	None	5 mins.	Online System
		If the applicant satisfies the eligibility requirements:	None		Online System
		2.1. Provide the applicant with the Application ID and the link for the online application form.	None		
		If the applicant did not satisfy the eligibility requirements:	None		Online System
		2.1. Disqualify the applicant and provide	None		



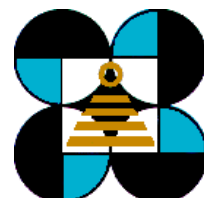
		the reason for disqualification.			
Step 3: Filling-out of Application Form	3.1. Download the application forms found at https://www.science-scholarships.ph/		None	depends on the applicant	Online System
	3.2. Have the forms signed by the appropriate signatories.		None		
	3.3. Log-in account in the online system and input all information required by the online system.	3.3. The system will evaluate the inputted information and decide the scholarship program the applicant may apply to.	None	10 mins.	
Step 4. Uploading of Documentary Requirements	4.3. Upload the signed application forms together with the other documentary requirements	4. The system will check the completeness of the uploaded documents. If in order, accept the application and send the confirmatory email.	None	5 mins.	
Total:			none	30 mins.	



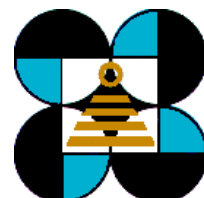
2. Monitoring of Scholarship Status

One of the responsibilities of a DOST-SEI scholar is meeting the set grade requirements and enrolling with the prescribed academic loads based on their submitted program of study. Thus, all the scholars are made to report their grades and registration form every start and end of each semester/term.

Office or Division:	Science and Technology Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Ongoing DOST-SEI Scholars			
Checklist of Requirements		Where to Secure		
1. School Registration Form (1 photocopy) 2. Grades for the previous semester/term (1 certified true copy)		School/University where the scholar is currently enrolled in		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Submit the required documents to DOST-SEI.	1.1. Evaluates the veracity of the documents submitted. If in order, encode in the Scholarship Information System (SIS) his/her grades for the previous semester/term and the subject that will be taken for the succeeding semester/term based on the documents submitted.	None	5 mins	Evaluator S&T Scholarships Division
	1.2. Evaluate the scholarship standing of the scholar and issue appropriate scholarship standing notice	None	25 mins	Evaluator S&T Scholarships Division



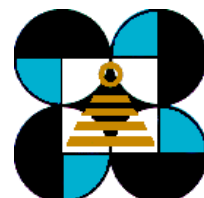
	1.3. If the scholar is in good standing and studies in private institution, prepare and issue a Letter for Enrollment	None	25 mins	Evaluator S&T Scholarships Division
3. Receive notice of academic standing (if applicable) and letter for enrollment (if applicable).	3. Release the notice of academic standing (if applicable) and letter for enrollment (if applicable).	None	5 mins	Releasing Officer S&T Scholarships Division
Total:		None	1 hr	



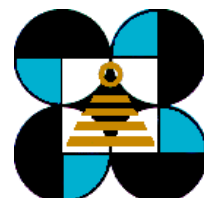
3. Processing of Financial Assistance of SEI-monitored Scholars

The DOST-SEI conforms to the following schedule when processing the financial assistance of the scholars it monitors.

Office or Division:	Science and Technology Scholarship Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen;			
Who may Avail:	SEI-monitored scholars			
Checklist of Requirements			Where to Secure	
1.	Submitted School Registration Form (1 photocopy)	School where the scholar is currently enrolled in		
2.	Submitted Grades for the previous semester/term (1 certified true copy)			
3.	Submitted Official Receipt for Tuition and Other School Fees (Original) or Billing Statements/ Statement of Accounts (1 original)			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Submit the necessary documents	1.Consolidate the received documents for the whole week and submit the documents to the staff-in-charge of processing financial assistance.	None	1 working day	Evaluator, S&T Scholarships Division
	2. Prepare the payroll of scholars who are entitled to received the financial assistance, Budget Utilization Request (BUR), and Disbursement Voucher (DV).	None		
	3. Forward the same to the Budget Unit for processing.	None		
	4. Certify the completeness and correctness of the supporting documents; transmit to Accounting for processing.	None	1 working day	Budget Unit Staff, Finance and Administrative Division
	5. Certify the completeness and correctness of the supporting documents and the	None	1 working day	Accounting Staff, Finance and



	availability of cash; process the DV; forward copies of the DVs, ORS and corresponding supporting documents to the designated staff of the Office of the Director/ Chief FAD for approval.			Administrative Division
	6. Prepare the check	None	3 working days	Cashier Unit Staff, Finance and Administrative Division
	7. Sign the check	None		Chief, FAD and SEI Director
	8. For stipends/book allowance/transportation allowance, tuition fees (reimbursement): Deposit the check in the account of the scholar. For tuition fees billed by the school/university: Deposit the check in the account of the school/university.	None	1 working day	STSD Project Staff
Total		None	7 working days	



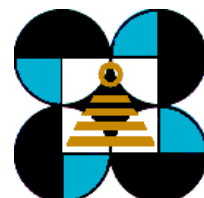
4. Processing of Clearance/Certification

A scholar who will travel out of the country, be it a personal or an official travel, needs to secure a temporary clearance from the DOST-SEI.

After rendering the required service obligation or paying the financial obligation, a scholar can request for a final clearance to certify that he/she is already finished with his/her contractual obligations with the DOST-SEI.

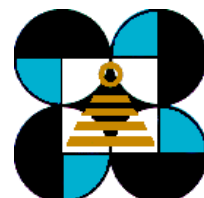
Other documents such as the computation of total financial assistance received, certification as DOST scholars, and others, can also be requested.

Office or Division:	S&T Scholarship Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	DOST-SEI Scholars with Financial/Service Obligation
Checklist of Requirements	
Where to Secure	
A. Temporary Clearance	
1. Request Letter citing the details of the travel (destination, duration of travel and purpose of travel) (1 original)	1. Requesting Scholar
2. For travel out of the country for less than a year: 2.1. Official receipt of cash bond to be posted with SEI/DOST Regional Office for an amount equivalent to the financial assistance received plus 12% interest (1 photocopy); OR 2.2 Notarized Deed of Undertaking to be executed with a Co-maker (1 original) and proof of capacity to pay of the Co-maker e.g. ITR, certificate of employment, service record, etc. (1 photocopy); OR 2.3 Guaranty letter from the employer wherein the return of the scholar-graduate to the Philippines is guaranteed and in case the latter fails to return, the company shall assume the financial obligation of the scholar-graduate to DOST-SEI (1 original).	2.1. SEI/DOST Regional Office 2.2. DOU from www.sei.dost.gov.ph ; Co-maker's proof of income - Co-maker's employer 2.3. Sending institution
3. For travel out of the country for a year or longer:	

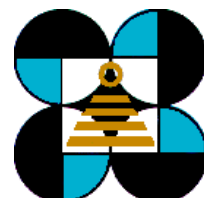


	<p>3.1. Surety bond to be posted with GSIS for the amount equivalent to the financial assistance received plus 12% interest (1 original); must execute a supplemental agreement with SEI which shall serve as supporting document for the surety bond (4 originals); OROR Official receipt of cash bond with SEI (1 photocopy)</p> <p>3.2. 3.2.1. Full amount 3.2.2. Installment over a period of 1 year</p>	<p>3.1. 3.1. Surety Bond - Government Service Insurance System Supplemental Agreement - SEI</p> <p>3.2. SEI Cashier</p>
B. Final Clearance		
<p>1. Diploma (1 photocopy) 2. Transcript of Records (1 photocopy) 3. Certificate/s of Employment or Service Record/s covering the period for service obligation (1 photocopy) 4. Official receipt/s for refund of financial assistance received and the 12% interest (1 photocopy)</p>		<p>1. School/University where the scholar graduated from 2. School/University where the scholar graduated from 3. Company where the scholar is employed 4. SEI Cashier</p>
C. Other Certifications		
<p>1. Request Letter</p>		<p>1. Requesting Scholar</p>

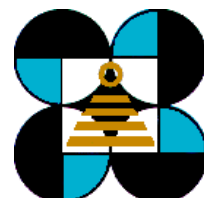
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
Walked-in Clients	1.1. Tag documents with date of receipt.	None	1 min	Receiving Officer, S&T Scholarships Division
1. Fill-out the form and submit the required documents to DOST-SEI.	1.2. Verify the scholar's record and status 1.3. Review/evaluate form and endorse request to the next person-in-charge	None	3 mins	



Clients who emailed their requests	1.1. Tags documents with dated receipt	None	1 min	Receiving Staff, S&T Scholarships Division
1. The scholar will send the advance copy of requirements to seischolarshipsclearance@gmail.com	1.2. Verify the scholar's record and status.	None	1 min	
	1.3. Review/evaluate form and endorse request to the next person-in-charge.	None	1 min	
	1.4. Evaluate Documents If with complete requirements, process the request for: <ul style="list-style-type: none"> • Local Employment • Temporary Clearance for Travel Abroad • Final Clearance • Computation of scholarship benefits • Certification as DOST Scholar 	None	2 working days	Evaluator, S&T Scholarships Division
	1.5. Encode/print clearance/certificate and transmit the same to the Division Chief for further validation.	None		
	1.6 Transmit the clearance to the Office of the Director for signature.	None		
2. Communicate with the office regarding the availability of the requested document.	2.1. Check the Document Tracker System regarding the availability of the clearance/certification. If available, advise the scholar to pick-up the document.	None	5 mins	Phone Officer, S&T Scholarships Division



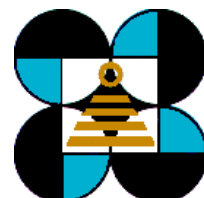
3. Bring the original documents and pick-up the requested document.	3.1. Stamp the clearance/certification with SEI dry seal.	none	1 min	Releasing Officer, S&T Scholarships Division
	3.2. Request the scholar to sign the receiving copy.	None	1 min	
	3.3. Release the clearance/certification.	None	1 min	
Total:		None	2 days and 15 mins	



5. Processing of Graduate Scholarship Application

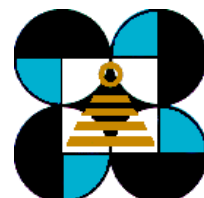
The DOST-SEI grants graduate scholarship to fresh graduates, on-going graduate students who have already taken certain MS or PhD units in priority S&T fields, or professionals doing research. Scholarship applications are accepted and processed at the graduate scholarship consortia member-universities as well interview and other screening procedures. Potential qualifiers are endorsed to DOST-SEI for approval. Qualifiers are issued notice of award of scholarship.

Office or Division:	Science Education Institute-S&T Scholarship Division (SEI-STSD)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may Avail:	<ul style="list-style-type: none"> - Filipino citizen; - not be more than 45 years old at the time of application; - in good health condition; - pass the admission requirements for graduate studies at any of the consortia member-universities; and - pass the interview and other screening procedures. 	
Checklist of Requirements		Where to Secure
1. Official Endorsement (1 original)		1. Project Leader/Director of the Graduate 2. Scholarship Consortium member-universities
2. Registry of Potential Qualifiers (1 original)		
3. Accomplished Application Form (1 Original)		3. SEI Website (Download Section), Graduate Scholarship consortia member-university Offices
4. Birth Certificate (1 Photocopy)		4. PSA Office
5. Official Transcript of Records (1 Certified True Copy)		5. School or University where the applicant completed his/her BS or MS degree
6. Endorsement from two former professors (1 Original)		6. Professors in college for applicant pursuing an MS program or Professors in the MS program for applicant pursuing a PhD program
7. If Employed	7.1 Recommendation Letter (1 Original)	Head of Agency where the applicant is currently employed
	7.2 Permission to take a leave of absence (LOA) while on	Agency/Institution/Employer where the applicant is currently employed

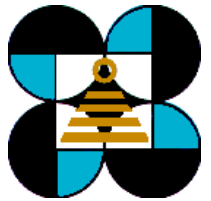


	scholarship (1 Original)	
8. Medical Certificate as to health status (1 Original)		Licensed physician with his/her PRC license number indicated
9. Valid NBI Clearance (1 Original)		National Bureau of Investigation Main/Satellite Office
10. Letter of Admission which should include the evaluation sheet (1 Photocopy)		Program Head of the accepting institution
11. Approved Program of Study (1 Photocopy)		Program Adviser in the Graduate Scholarship consortia member-university where the applicant intends to enroll

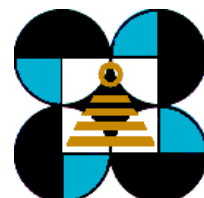
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Endorse the list of potential qualifiers together with the accomplished application forms and documentary requirements	1.1 Review of the accomplished application forms and documentary requirements	None	3 minutes (per record)	Project Staff, S&T Scholarship Division
	1.2 Prepare masterlist of potential qualifiers	None	10 minutes (per endorsement)	
	1.3 Verify if the applicant is a DOST scholar-graduate	None	1 minute (per record)	
	1.4 Edit correction/s in the masterlist	None	10 minutes (per endorsement)	
	1.5 Finalize masterlist of potential qualifiers and prepare memoranda to be signed by the SEI Director for endorsement to the Office of the Undersecretary for S&T Services for recommendation and subsequently endorse to the Office of the DOST	None	1 working day	



	Secretary for approval			
	1.6 DOST Officials review and approved the endorsed official list of qualifiers and release the same to SEI	None	3 working days	Officials and Staff, Office of the Undersecretary for S&T Services and Office of the DOST Secretary
2.1. Receive approved list of qualifiers	2.1 Prepare transmittal of Official List of Qualifiers to the Project Leader/Director of the concerned Graduate Scholarship consortia member-university/ies	None	2 working days	Project Staff, S&T Scholarship Division
	2.2 Issue Notice of Award to qualifiers	None	2 working days	
Total:		None	15 working days	



Science and Technology Manpower Education Research and Promotions Division External Services

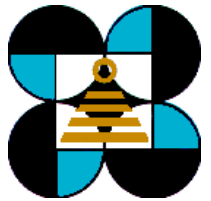


6. Science Explorer and nuLab Mobile Science Laboratory

A science laboratory bus that aims to raise the interest of students in science, technology, engineering and mathematics (STEM) to entice them to venture into STEM careers in the future.

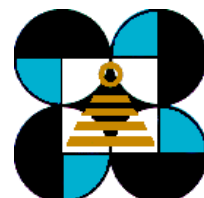
It features STEM modules developed and facilitated by educators and science professionals (former/on-going DOST scholars) to teach STEM through hands on / interactive activities and experiments.

Office or Division:	S&T Manpower Education Research and Promotion Division / Promotions Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Public Schools (Elementary - Senior High School Students)			
Checklist of Requirements		Where to Secure		
Request / Invitation Letter addressed to SEI Director		NONE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Send the request / invitation letter to DOST-SEI through fax, email, mail	1. Acknowledge receipt of letter by sending a correspondence letter to the requesting party	None	three (3) working days	Division Chief, STMERPD
Total:		None	3 days	



Science Education and Innovations Division

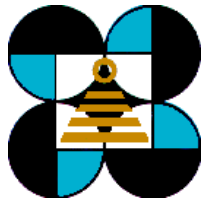
External Services



7. Teacher Training

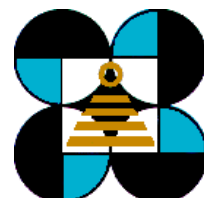
Conduct of specialized training programs and innovative delivery modes of teaching and learning in science and mathematics education.

Office or Division:	Science Education and Innovations Division (SEID)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	Science and Mathematics Teachers from K to Grade 12			
Checklist of Requirements		Where to Secure		
SEI will communicate with Department of Education (DepEd) Offices (e.g. Central, Region, or Division) the implementation of teacher trainings. The letter shall state the title/theme, date and venue of the training, and the qualification of teacher-participants.		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Send response letter to SEI, including the list of teacher-participants that qualify to the criteria of respective training program	1. Acknowledge receipt of letter and provide updates, if applicable	None	three (3) working days	Division Chief, SEID
	Total:	None	3 days	



Finance and Administrative Division

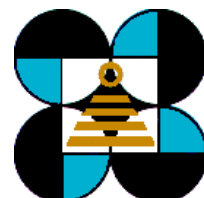
Internal Services



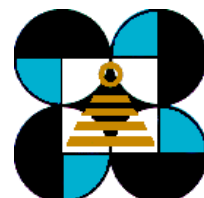
1. Issuance of Order of Payment

Accounting Unit prepare the Order of Payment based on a bill and shall prepare it for each payor. This will be the basis of the Cash and Disbursement Unit in comparing the amount to be paid by the payor. (GAM Appendix 28)

Office or Division:	Finance and Administrative Division (FAD)- Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	Suppliers, Scholars and Employees			
Checklist of Requirements		Where to Secure		
1. Bill or Advice of the amount for payment		Designated Staff of the Division or Unit of SEI		
2. Order of Payment Form (GAM Appendix 28) Original – Payee Copy 2 – Collecting Officer or Cash/Treasury Unit Copy 3 – Accounting Division/Unit		Accounting Unit		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Transact with the designated Officer of Staff of the Unit or Division to get the amount of payment or bill.	1.1. Review the documents or records presented by the client.	None	5 mins	Project Staff, S&T Scholarship Division
	1.2 Compute the amount of payment and indorse the client to the Accounting Unit for the issuance of Order of Payment.	None		Project Staff, FAD- Gen. Services Unit Accounting Staff, FAD- Accounting Unit



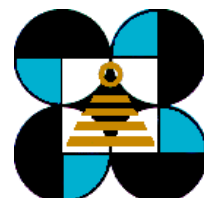
2. Present the Bill/ Advice of Payment to the Accounting Staff	2.1. Prepare the Order of Payment form based on the Bill.	None	10 mins	Accounting Staff, FAD- Accounting Unit
	2.2. Initial and endorse the Order Payment form to the Head of Accounting Unit	None	1 min	Accounting Staff, FAD- Accounting Unit
	2.3. Review the documents and the order of payment and affix his/her signature.	None	3 mins	Head of Accounting Unit or Authorized Signatory, FAD- Accounting Unit
3. Receive the Order of Payment	2.4. Issue the Order of Payment and indorse the client to the Cash and Disbursement Unit for payment.	None	1 min	Accounting Staff, FAD- Accounting Unit
Total:		None	20 mins	



2. Processing of Request for Employee Certificate/s and Service Record

Issuance of employment certification/s and service record as needed by the employees of the Institute.

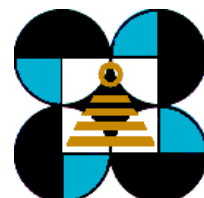
Office or Division:	Finance and Administrative Division (FAD)-Human Resource Management Unit (HRMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	SEI Officials and Employees			
Checklist of Requirements		Where to Secure		
1. Fully Accomplished HRMU Request Form (1 Original Copy)		Human Resource Management Unit, Finance and Administrative Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Submit the fully accomplished Request Form	1. Receive the fully accomplished Request Form	None	5 mins	HR Staff, FAD-HRMU
	1.2 Prepare the requested certificate and/or service record and endorse it to the Administrative Officer V, FAD-HRMU	None	1 working day	HR Staff, FAD-HRMU
	1.3 Review and sign the requested certificate/service record	None	1 working day	Administrative Officer V, FAD-HRMU
2. Receive the requested employee certificate and/or service record.	2. Release the requested document.	None	5 mins	HR Staff, FAD-HRMU
Total:		None	2 working days and 10 mins	



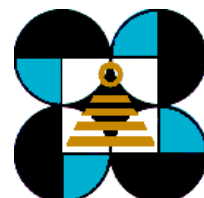
3. Processing of Request for Provision of Service Vehicle

This serves as a guide for the General Services-Unit as well as the requestors on the process and requirements to consider when requesting for a service vehicle.

Office or Division:	Finance and Administrative Division (FAD)-General Services Unit (GSU)			
Classification:	Simple			
Type of Transaction:	G2G: Government to Government			
Who may Avail:	Officials and Employees of DOST-SEI			
Checklist of Requirements		Where to Secure		
Trip Ticket (3 copies) Copy of Special Order or Travel Authority (as attachment)		Requesting Unit or GSU Requesting Unit or Intranet		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Prepares the Trip Ticket form and attach the copy of Special Order or Travel Authority	1.1 Receive the Request.	None	2 mins	Project Staff, Finance and Administrative Division (FAD)- General Service Unit (GSU)
	1.2. Check availability of vehicles	None	10 mins	Project Staff, FAD-GSU
	1a. If there is an available vehicle: 1.2.1 Assign vehicle to the trip ticket and input it in the Online Monitoring of Vehicles (Google Sheet)	None	10 mins	Project Staff, FAD-GSU



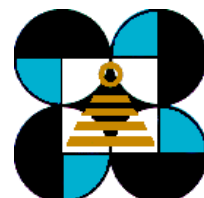
	1.2.2 Review and affix initial in the Trip Ticket forms	None	5mins	Administrative Officer V, FAD-GSU
	1.2.3 Forward the trip ticket with assigned vehicle to the Approving Officer.	None	5 mins	Project Staff, FAD-GSU
	1.2.4 Approve and sign the trip ticket	None	10 mins	Chief Administrative Officer, FAD
	1.2.5 Endorse the approved trip ticket to the assigned driver.	None	2 mins	Project Staff, FAD-GSU
	b. If there is no available vehicle: 1.2.1 Stamp the trip ticket "No Available Vehicle" for dispatch and endorse to AOV for signature	None	5 mins	Project Staff, FAD-GSU
	1.2.2 Sign the Trip Ticket form with stamped "No Available Vehicle"	None	5 mins	Administrative Officer V, FAD-GSU
2.a. Accept/Acknowledge action taken	2.1.a Coordinate with the requesting division/passengers	None	6 mins	Driver, FAD-GSU
2. b. Receive the requested form	2.1.b Return the duly stamped trip ticket to the requesting division	None	2 mins	Project Staff, FAD-GSU
	Total:	None	a. 50 mins b. 24 mins	



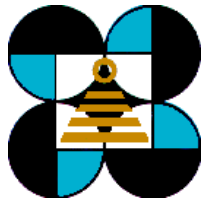
4. Processing of Request for Authentication of Records

The Records Unit as the custodian of the Science Education administrative (SEI) official documents/records is in-charge to release certified copies of records which is created/issued by the institute.

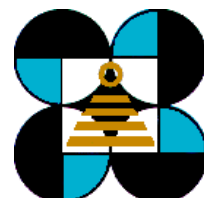
Office or Division:	Finance and Administrative Division (FAD)-Records Unit (RU)			
Classification:	Simple			
Type of Transaction:	G2G: Government to Government			
Who may Avail:	SEI Division and Units			
Checklist of Requirements		Where to Secure		
Filled-out Records Unit Document Request Form (<i>RU-DRF-01</i>)		SEI Records Unit		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Submit request to SEI Records Unit	1.1 Receive the Request.	none	5 mins	Administrative Officer (Records Officer III) and Records Unit Staff, FAD-Records Unit
	1.2. Check the availability of the requested records.	none	1 hour	Administrative Officer (Records Officer III) and Records Unit Staff, FAD-Records Unit
	1.3. If available, print copy	none	2 mins	Administrative Officer (Records Officer III) and Records Unit Staff, FAD-Records Unit



	1.4. Stamp, " Certified Copy " on the record.	none	5 mins	Administrative Officer (Records Officer III) and Records Unit Staff, FAD-Records Unit
	1.5. Records Staff who process the document shall affix his/her initial/signature prior signing of the Records Officer.	None	2 mins	Administrative Officer (Records Officer III) and Records Unit Staff, FAD-Records Unit
	1.6. Sign the requested authenticated copy	None	3 mins	Administrative Officer V (Records Officer III), FAD-Records Unit
2. Receive the requested authenticated copy.	2.1. Release the authenticated record to the requesting party.	None	5 mins	Records Officer III and Records Unit Staff, FAD-Records Unit
	Total:	None	1 hour & 22 mins	



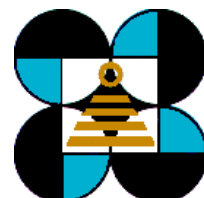
Science and Technology Manpower Education Research and Promotions Division Internal Services



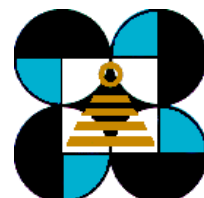
1. Processing of Request for Information and Communications Technology (ICT) Services

The Management Information System Unit (MISU) provides assistance and services in resolving the network, software and hardware related problems of ICT devices connected to SEI local area network

Office or Division:		S&T Manpower Education Research and Promotions Division- Management Information System Unit (MISU)			
Classification:		Complex			
Type of Transaction:		G2G: Government to Government			
Who may Avail:		SEI Employees			
Checklist of Requirements			Where to Secure		
ICT Service Request Form (1 original)			STMERPD-Management Information System Unit (MISU)		
Client Steps		Agency Action	Fees to be Paid	Processing Time	Responsible Person
Step 1: Submit Request	1. Client fill out the upper portion of the ICT Service Request form (Date, ICT Device, Name, Property Number, Date Acquired, Division, and Unit)	1. MISU Personnel receives the request	None	30 mins	MISU Staff, STMERPD
Step 2: Evaluation	2. Client provides information to MISU Personnel (type and frequency of the problem)	2.1. MISU Personnel checks, validates, and evaluates the simplicity/complexity of the requests.	None	1 hour	MISU Staff, STMERPD



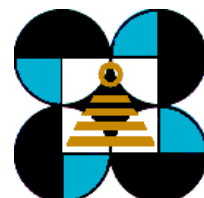
		<p>2.2. MISU Personnel fills out the ICT Service Request Form (Software, Hardware, Network) problem identification part.</p> <p>2.3. MISU personnel fills out the schedule part of the form and schedule the request in accordance with ICT policies. The client will sign the schedule part of the form.</p>			
Step 3: Action	3. Client provides information to MISU Personnel (Warranty information and other relevant ICT device information)	<p>3. MISU Personnel take action on the requests</p> <p>3.1 If the problem is solved proceed to Step 4a.</p> <p>3.2 If the problem is not solved, check warranty information</p> <p>3.2.1 With warranty, the device is recommended</p>	None	<p>a) 1 working day for Network related problems</p> <p>(b) 2 working days Software related problems</p> <p>(c) 3 working days for Hardware related problems</p>	MISU Staff, STMERP D/ GSU Personnel



		<p>for supplier repair, proceed to Step 4b.</p> <p>3.2.2 Without warranty, check inventory information</p> <p>3.2.2.1 Within estimated useful life*, 5 years and below, recommend for repair, proceed to Step 4b.</p> <p>3.2.2.2 Beyond the estimated useful life*, more than 5 years, recommend for disposal, proceed to Step 4b.</p> <p>*as per COA Circular No. 2003-007 dated 11 Dec 2003</p>			
Step 4a: Completion	4.a. Client signs the Conforme	4.1 MISU Personnel will sign and complete the ICT Service Request form (indicate the start and completed date of the request). The client will sign the form.	None	1 hour	MISU Staff, STMERP D



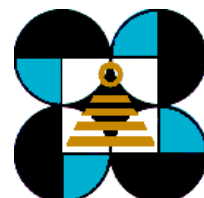
		4.2 MISU Personnel will provide signed copy to the Client.			
Step 4b. Completion and Recommendation	4.b. Client receives the recommendation of MISU Personnel, Sign the Conformance and coordinate with GSU Personnel for repair/disposal of his/her ICT device	4.1 MISU Personnel will sign and complete the ICT Service Request form (indicate the start and completed date of the request). The client will sign the form. 4.2 MISU Personnel will provide signed copy to the Client 4.3 GSU Personnel will coordinate to Supplier for the repair/assist the client for disposal	None	3 working days	MISU Staff, STMERP D-MIS/ GSU Staff, FAD-GSU
		Total:	None	4a(a) 1 day 2 hours and 30 mins; 4a(b) 2 days 2 hours and 30 minutes; 4a(c) 3 days 2 hours and 30 minutes	



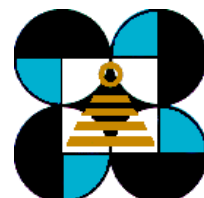
				4b(a) 4 days 2 hours and 30 minutes; 4b(b) 5 days 2 hours and 30 minutes; 4b(c) 6 days 2 hours and 30 minutes	
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VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Accomplish the Feedback Form and drop it in the designated drop box located at the Receiving Counter of the S&T Scholarship Division; or</p> <p>Lodge the feedback through e-mail at seischolarshipsfeedback@gmail.com.</p>
How feedback is processed	<p>Every Friday, the designated STSD staff compiles and records all feedback forms submitted.</p> <p>Feedbacks requiring answers are forwarded to the concerned Project Leader and they are required to answer within three (3) days upon receipt of the feedback.</p> <p>SEI's response shall be communicated to the citizen.</p> <p>For inquiries and follow-ups/, clients may contact the following number: (02) 8839-0083/ 8837-2071 loc. 2382 or e-mail at seischolarshipsfeedback@gmail.com</p>



<p>How to file a complaint</p>	<p>Accomplish the Customer Complaint Form and drop it at the designated drop box located at the Receiving Counter of the STSD; or</p> <p>Lodge the feedback through e-mail at seischolarshipsfeedback@gmail.com; or</p> <p>Call STSD at telephone nos.: (02) 8330 8876 or 8330 8826. Complainant MUST provide the following information:</p> <ul style="list-style-type: none"> - Name of complainant - Scholarship information (scholarship program, year of award, university, etc.) - Nature of complaint - Incident - Evidence -Contact information of complainant. <p>For inquiries and follow-ups/, clients may contact the following number: (02) 8839-0083/ 8837-2071 loc. 2382 or e-mail at seischolarshipsfeedback@gmail.com.</p>
<p>How complaints are processed</p>	<p>The designated STSD staff opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the staff endorses the complaint to the concerned Project Leader.</p> <p>The concerned Project Leader investigates the nature of complaint, gather the necessary documents/evidences, and prepare the Agency's response.</p> <p>SEI's response shall then be communicated to the complainant.</p> <p>For inquiries and follow-ups/, clients may contact the following number: (02) 8839-0083/ 8837-2071 loc. 2382 or e-mail at seischolarshipsfeedback@gmail.com.</p>
<p>Contact information of SEI, ARTA and CSC</p>	<p>Science Education Institute</p> <p>Telephone nos.: (02) 8330 8876 or 8330 8826 E-mail: seischolarshipsfeedback@gmail.com.</p> <p>Anti-Red Tape Authority</p>



	<p>Telephone: 8478-5091 8478-5093 8478-5099 E-mail: info@arta.gov.ph; complaints@arta.gov.ph</p> <p>Civil Service Commission Citizen's Complaint Hotline: 8888 Contact Center ng Bayan (CCB) Telephone nos.: 1-6565 For text message: 0908-8816565 E-mail: email@contactcenterngbayan.gov.ph</p>
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VII. List of Offices

Office	Address	Contact Information
Office of the Director	2 nd Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Direct Line- 8775 9005 or 8775 9003
Finance and Administrative Division	1st Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Direct Line- 8330 8872
Science and Technology Scholarship Division	2 nd Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Direct Line- 8330 8876 or 8330 8826 Email: seischolarships@gmail.com
Science and Technology Manpower Education, Research and Promotion Division	1st Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Direct Line – 8710 7462
Science Education and Innovations Division	2 nd Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Direct Line- 8330 8912