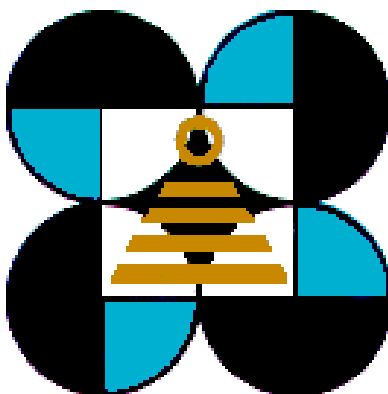


Department of Science and Technology  
**SCIENCE EDUCATION INSTITUTE**

## **CITIZEN'S CHARTER**

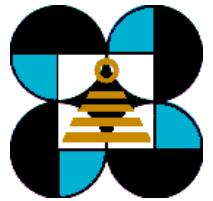
2023 Edition



Department of Science and Technology  
**SCIENCE EDUCATION INSTITUTE**

## **CITIZEN'S CHARTER**

2023 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.

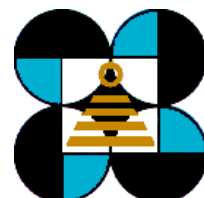
## **III. Mission**

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**

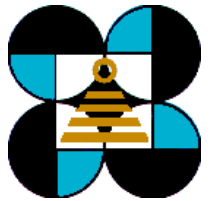
We, the employees of the **Science Education Institute (SEI)**, commit to:

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



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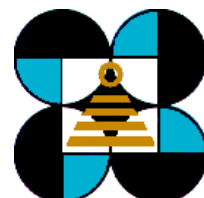


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## **Science and Technology Scholarship Division**

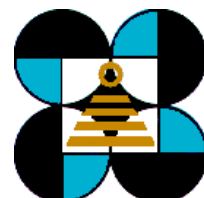
### **External Services**



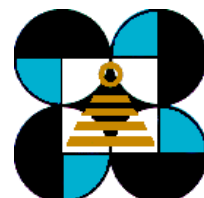
## 1. DOST-SEI Undergraduate Scholarship Application

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.

<b>Office or Division</b>	Science and Technology Scholarship Division		
<b>Classification</b>	Simple		
<b>Type of Transaction:</b>	G2C- Government to Citizen		
<b>Who may Avail:</b>	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;	✓	*
	• resident of the municipality for the last 4 years as attested by the barangay chairman;	✓	*
	• 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;	✓	✓

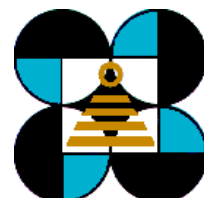


Checklist of Requirements	Where to Secure
The applicant must upload the following:	
1. Fully accomplished DOST-SEI Undergraduate Scholarship Application Form through the E-Scholarship Application System (virtual)	1. <a href="https://www.science-scholarships.ph/">https://www.science-scholarships.ph/</a>
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 picture	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 Report Card (Form 138) for Grades 9, 10 and 11 or Philippine Educational Placement Test (PEPT) or Alternative Learning System (ALS) Certificate Rating	13. School/University where the applicant studied or Department of Education through the Bureau of Education Assessment

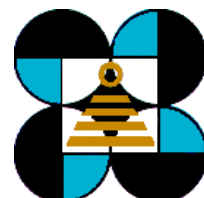


Client Steps		Agency Action	Fees to be Paid	Processing Time	Responsible Person
Step 1: Registration	1. Access the online system found at <a href="https://www.science-scholarships.ph/">https://www.science-scholarships.ph/</a>	1.. Make the system available online	None	5 mins	MISU Staff, S&T Manpower Education Research and Promotion Division
	1.1. Register by inputting the full name, birthday, valid email address, and all the schools attended from Grade 9 until Grade 12.	1.1 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
		2.1 If the applicant satisfies the eligibility requirements: 2.1.a. Provide the applicant with the Application ID and the link for the online application form.	None		
		2.2. If the applicant did not satisfy the eligibility requirements: 2.2.a. Disqualify the applicant and provide the reason for disqualification.	None		





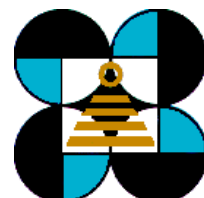
Step 3: Filling-out of Application Form	3. Download the application forms found at <a href="https://www.science-scholarships.ph/">https://www.science-scholarships.ph/</a>	3. The system will evaluate the inputted information and decide the scholarship program the applicant may apply to.	None	15 mins	Online System
	3.1. Have the forms signed by the appropriate signatories.				
	3.2. Log-in account in the online system and input all information required by the online system.				
Step 4. Uploading of Documentary Requirements	4. 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	
<b>Total:</b>			<b>None</b>	<b>30 mins</b>	



## 2. DOST-SEI Junior Level Science Scholarship Application

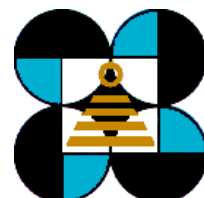
One of the responsibilities of a DOST-SEI scholar is meeting the set grade requirements and enrolling with the prescribed academic loads based on their submitted program of study. Thus, all the scholars are made to report their grades and registration form every start and end of each semester/term.

<b>Office or Division</b>	Science and Technology Scholarship Division			
<b>Classification</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may Avail:</b>	The applicants must be:	RA 7687 Scholarship	Merit Scholarship	RA 10612 Scholarship
	• Natural-born Filipino citizen;	✓	✓	✓
	• regular second year college male and female students enrolled in a priority S&T courses at identified universities as of Second Semester of the current academic year;	✓	✓	✓
	• must have a general weighted average of at least 83% or its equivalent and with no conditional or failing mark in the First Semester of First Year until the First Semester of Second Year in college including in the midyear terms, if enrolled.	✓	✓	✓
	• poor, talented and deserving student who belongs to a family whose socio-	✓	x	x

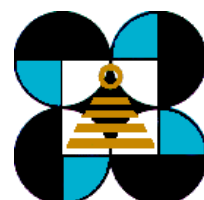


	economic status does not exceed the set values of certain indicators;			
	<ul style="list-style-type: none"> <li>resident of the municipality for the last 4 years as attested by the barangay chairman;</li> </ul>	✓	✗	✗
	<ul style="list-style-type: none"> <li>of good moral character and in good health;</li> </ul>	✓	✓	✓
	<ul style="list-style-type: none"> <li>may have taken the DOST-SEI Scholarship Examination before but did not pass or have qualified for the DOST-SEI Undergraduate Scholarship but did not avail the scholarship award.</li> </ul>	✓	✓	✓

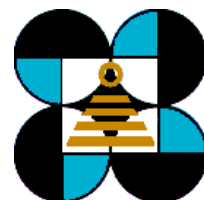
Checklist of Requirements	Where to Secure
The applicant must upload the following:	
1. Fully accomplished DOST-SEI Undergraduate Scholarship Application Form through the E-Scholarship Application System (virtual)	1. <a href="https://www.science-scholarships.ph/">https://www.science-scholarships.ph/</a>
2. Parent/s proof of income	
2.1 Parent/s latest Income Tax Return or BIR Form 1701 or 2316 (1 scanned); or	2.1 Bureau of Internal Revenue
2.2 Employment Contract for OFW (1 scanned); 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	2.4 Social Security System or Government Service Insurance System
2.5 BIR Certification of Tax Exemption (1 scanned); or	2.5 Bureau of Internal Revenue
2.6 Certificate of Indigency (1 scanned)	2.6 Office of the Barangay Captain



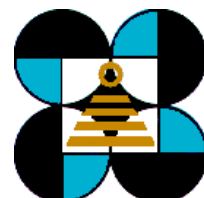
3. Form C - Certificate of Good Moral Character (1 scanned)	3. School/University where the applicant is currently studying
4. Form D - Certification of Good Health (1 scanned)	4. School/University clinic where the applicant is currently studying or barangay clinic or hospitals
5. Form E - Certificate of Program of Study and Year Level (1 scanned)	5. School/University where the applicant is currently studying
6. Form F - Certificate of Residency (1 scanned)	6. Office of the Barangay Captain
7. Form G1/G2 - Commitment to Return Service (1 scanned)	7. Parents of applicant
8. Form H - Applicant's Certification (1 scanned)	8. Applicant
9. Form I - Signed Declaration by Applicant and the Parents/Legal Guardian (1 scanned)	9. Parent and applicant
10. One recent passport size picture	10. Applicant's preferred photo center
11. Birth Certificate (1 scanned)	11. Philippine Statistics Authority
12. Affidavit of Guardianship (if with legal guardian) (1 scanned)	12. Notary Public
13. Official Transcript of Records (TOR) or True Copy of Grades (TCG) or Grade Report downloaded from the portal for First Semester of First Year until the First Semester of Second Year in college, including in the midyear terms, if enrolled.	13. School/University where the applicant studied or 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 <a href="https://www.science-scholarships.ph/">https://www.science-scholarships.ph/</a>	1.1. Make the system available online	None	5 mins	MISU Staff, S&T Manpower Education Research and Promotion Division
	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 to the applicant's email address and answer completely and honestly the Eligibility Questionnaire	2. The system will evaluate whether the applicant satisfies the eligibility requirements of the scholarship programs. If the applicant satisfies the eligibility requirements, provide him/her with the Application ID and the link for the online application form. Otherwise, disqualify the applicant and provide the reason for disqualification.	None	5 mins	Online System
Step 3: Filling-out of Application Form	3.1. Download the application forms found at <a href="https://www.science-scholarships.ph/">https://www.science-scholarships.ph/</a>	3. The system will evaluate the inputted information and decide the scholarship program the applicant may apply to.	None	15 mins	Online System
	3.2. Have the forms signed by the appropriate signatories.				



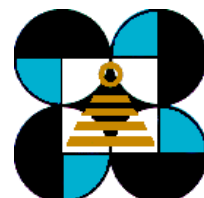
	3.3. Log-in account in the online system and input all information required by the online system.				
Step 4. Uploading of Documentary Requirements	4. Upload the signed application forms together with the other documentary requirements	4. The system will check the completeness of the uploaded documents. If in order, accept the application and send the confirmatory email.	None	5 mins	
<b>Total:</b>			<b>None</b>	<b>30 mins</b>	



### 3. Monitoring of Scholarship Status

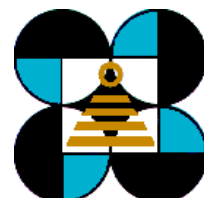
One of the responsibilities of a DOST-SEI scholar is meeting the set grade requirements and enrolling with the prescribed academic loads based on their submitted program of study. Thus, all the scholars are made to report their grades and registration form every start and end of each semester/term.

<b>Office or Division:</b>	Science and Technology Scholarship Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may Avail:</b>	Ongoing DOST-SEI Scholars			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
<ol style="list-style-type: none"> <li>School Registration Form (1 photocopy)</li> <li>Grades for the previous semester/term (1 certified true copy)</li> </ol>		School/University where the scholar is currently enrolled in		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
1. Submit the required documents to DOST-SEI.	1.1. Evaluate 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
	b. Prepares and issues a Letter for Enrollment if the scholar is in good standing and studies in private institution.	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
<b>Total:</b>		<b>None</b>	<b>1 hr</b>	

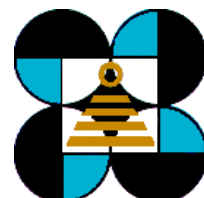




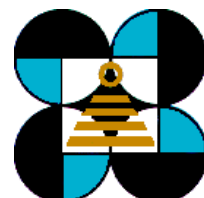
#### 4. Processing of Financial Assistance of SEI-monitored Scholars

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

<b>Office or Division:</b>	Science and Technology Scholarship Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen;			
<b>Who may Avail:</b>	SEI-monitored scholars			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
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)			
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
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	5 working days	Evaluator, S&T Scholarships Division
	2. Prepare the payroll of scholars who are entitled to receive the financial assistance, Budget Utilization Request (BUR), and Disbursement Voucher (DV).	None	4 working days	
	3. Forward the same to the Budget Unit for processing.	None	1 working day	
	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	3 working days	Accounting Unit 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	CDU Staff, Finance and Administrative Division
	7. Sign the check	None		FAD Chief and SEI Director
	For Tuition and Other School Fees: If reimbursement, deposits the check in the account of the scholar. If billed by the school/university, deposits the check in the account of the school/university.  For the other financial privileges, deposits the check in the account of the scholar.	None	1 working day	Project Staff, S&T Scholarships Division
<b>Total:</b>		<b>None</b>	<b>18 working days</b>	



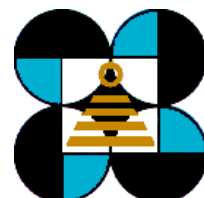
## 5. Processing of Clearance/Certification

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 finishing the 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 DOST-SEI.

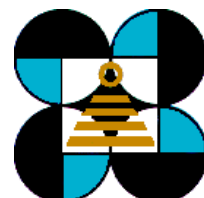
Other documents such as the computation of total financial assistance received, certification as DOST scholars, and others, can also be requested.

<b>Office or Division:</b>	S&T Scholarship Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may Avail:</b>	DOST-SEI Scholars with Financial/Service Obligation
<b>Checklist of Requirements</b>	
<b>Where to Secure</b>	
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 <a href="http://www.sei.dost.gov.ph">www.sei.dost.gov.ph</a> ; 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: 3.1 Surety bond posted with GSIS for an amount equivalent to the financial assistance received plus 12% interest	3.1. Government Service Insurance System

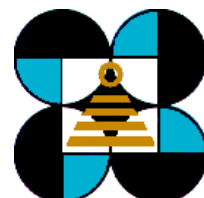


(1 original); supplemental agreement with SEI which serves as supporting document for the surety bond (4 originals); OR 3.2 Official receipt of cash bond with SEI (1 photocopy) 3.2.1. Full amount 3.2.2. Installment over a period of 1 year	3.2. SEI Cashier
<b>B. Final Clearance</b>	
1. Diploma (1 photocopy) 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), if applicable	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
<b>C. Other Certifications</b>	
1. Request Letter	1. Requesting Scholar

<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
1. Fill-out the form and submit the required documents to DOST-SEI.	1.1. Tag documents with date of receipt. 1.2. Verify the scholar's record and status 1.3. Review/evaluate form and endorse request to the next person-in-charge	None	4 hrs	Receiving Officer, S&T Scholarship Division
	1.4. Evaluate Documents  If with complete requirements, process the request for: <ul style="list-style-type: none"> <li>● Local Employment</li> <li>● Temporary Clearance for Travel Abroad</li> <li>● Final Clearance</li> </ul>	None	2 working days	Evaluator, S&T Scholarship Division



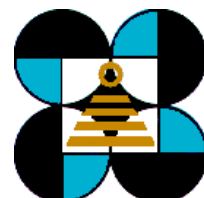
	<ul style="list-style-type: none"> <li>• Computation of scholarship benefits</li> <li>• Certification as DOST Scholar</li> </ul> <p>1.5. Encode/print clearance/certificate and transmit the same to the Division Chief for further validation.</p>			
2. Communicate with the office regarding the availability of the clearance/ certification	2.1. Check with the Document Tracker System regarding the availability of the clearance/certification. If available, advise the scholar to pick-up the document.	None	2 hrs	Phone Officer S&T Scholarship s Division
3. Receive the clearance/ certification	3.1. Stamp the clearance/certification with SEI dry seal. 3.3. Release the clearance/certification.	None	2 hrs	Releasing Officer, S&T Scholarship s Division
<b>Total:</b>		<b>None</b>	<b>3 working days</b>	



## 6. Processing of Graduate Scholarship Application

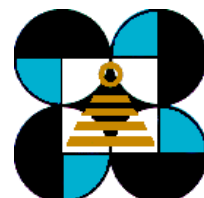
The DOST-SEI grants graduate scholarship to fresh graduates, on-going graduate students who have already taken certain MS or PhD units in priority S&T fields, or professionals doing research. Scholarship applications are accepted and processed at the graduate scholarship consortia member-universities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

<b>Office or Division:</b>	Science Education Institute-S&T Scholarship Division (SEI-STSD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may Avail:</b>	<ul style="list-style-type: none"> <li>- Filipino citizen;</li> <li>- not be more than 45 years old at the time of application;</li> <li>- in good health condition;</li> <li>- pass the admission requirements for graduate studies at any of the consortia member-universities; and</li> <li>- pass the interview and other screening procedures.</li> </ul>	
<b>Checklist of Requirements</b>		<b>Where to Secure</b>
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



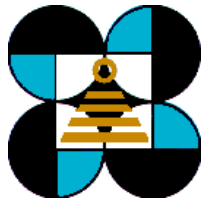
	scholarship (1 Original)	
8. Medical Certificate as to health status (1 Original)		Licensed physician with his/her PRC license number indicated
9. Valid NBI Clearance (1 Original)		National Bureau of Investigation Main/Satellite Office
10. Letter of Admission which should include the evaluation sheet (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 mins (per record)	Project Staff, S&T Scholarships Division
	1.2 Prepare masterlist of potential qualifiers	None	10 mins (per endorsement)	
	1.3 Verify if the applicant is a DOST scholar-graduate	None	1 min (per record)	
	1.4 Edit correction/s in the masterlist	None	10 mins (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 Secretary for approval	None	1 working day	



	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.. 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 Scholarships Division
	2.2 Issue Notice of Award to qualifiers	None	2 working days	
<b>Total:</b>		<b>None</b>	<b>8 days and 24 mins</b>	

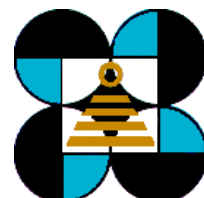




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# **Science and Technology Manpower Education Research and Promotions Division External Services**

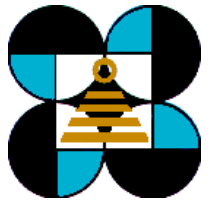


## 7. Science Explorer and nuLab Mobile Science Laboratory

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.

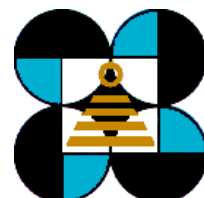
<b>Office or Division:</b>	S&T Manpower Education Research and Promotion Division (STMERPD)- Promotions Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may Avail:</b>	Public Schools (Elementary - Senior High School Students)			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request / Invitation Letter addressed to SEI Director		NONE		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
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	3 working days	Division Chief, STMERPD
	<b>Total:</b>	<b>None</b>	<b>3 working days</b>	



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## **Science Education and Innovations Division**

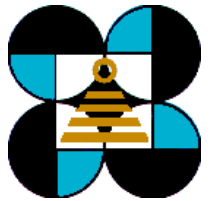
### **External Services**



## 8. Teacher Training

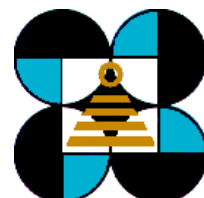
Conduct of specialized training programs and innovative delivery modes of teaching and learning in science and mathematics education.

<b>Office or Division:</b>	Science Education and Innovations Division (SEID)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may Avail:</b>	Science and Mathematics Teachers from K to Grade 12			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
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		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
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	3 working days	Division Chief, SEID
<b>Total:</b>		<b>None</b>	<b>3 working days</b>	



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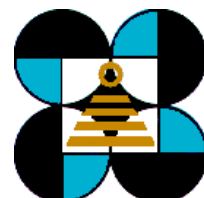
## **Finance and Administrative Division External & Internal Services**



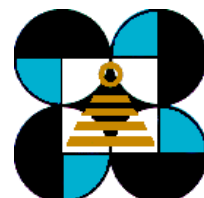
## 1. Processing of Collections

This process involves activities from the Accounting Unit and Cash and Disbursement Unit (CDU). This includes transactions from the preparation of Order of Payment up to issuance of Official Receipts.

<b>Office or Division:</b>	Finance and Administrative Division (FAD)- Accounting Unit (AU) and Cash and Disbursement Unit (CDU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C- Government to Citizen G2B- Government to Business			
<b>Who may Avail:</b>	Suppliers, Scholars, Employees, and PD 997 Applicants			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Bill, Advice or Duly approved Liquidation Report as basis for 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		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
1. Transact with the designated Officer of Staff of the Unit or Division to get the amount of payment or bill.	1.Review the documents or records presented by the client.	None	5 mins	Project Staff, S&T Scholarship Division/ Project Staff, FAD- Gen. Services Unit
	1.1 Compute the amount of payment and indorse the client to the Accounting Unit for the issuance of	None		Accounting Staff, FAD-AU



	Order of Payment.			
2. Present the Bill/ Advice/ Liquidation Report of Payment to the Accounting Staff	2. Review the documents and prepare the Order of Payment form based on the document presented.	None	30 mins	Accounting Staff, FAD-AU
	2.1. Affix his/her signature to the Order of Payment	None	10 mins	Head of Accounting Unit or Authorized Signatory, FAD- AU
3. Receive the Order of Payment	3. Issue the Order of Payment and indorse the client to the Cash and Disbursement Unit for payment.	None	1 min	Accounting Staff, FAD-AU
4. Proceed to Cashier Window and present Order of Payment and corresponding supporting documents as required by the Accounting Unit	4. Review the Order of Payment and double check classification of collection	Amount indicated on the Order of Payment	5 mins	CDU Staff, FAD-CDU
	4.1 Prepare Official Receipt	None	5 mins	CDU Staff FAD-CDU
	4.2 Clear and sign the Official Receipt	None	4 mins	AO V (Cashier III), FAD-CDU
5. Receive original copy of OR.	5. Issue Original Copy of OR to client	None	1 min	CDU Staff, FAD-CDU
<b>Total:</b>		<b>Amount indicated in the Order of Payment</b>	<b>1hr and 1 min</b>	

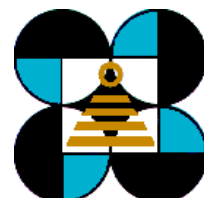


## 2. Processing of Payment of Claims

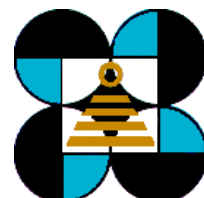
This service is for the processing of payments of claims by scholars, individuals, agencies, or creditors of goods purchased and services rendered, SEI employees and government remittances.

<b>Office or Division:</b>	Finance and Administrative Division (FAD)-Accounting Unit (AU), Budget Unit (BU) and Cash & Disbursement Unit (CDU)	
<b>Classification:</b>	Complex*, Highly Technical**	
<b>Type of Transaction:</b>	G2G - Government to Government G2C- Government to Citizen G2B- Government to Business	
<b>Who may Avail:</b>	Suppliers, Service Providers, Scholars, SEI Employees and Assigned Personnel	
<b>Checklist of Requirements</b>		<b>Where to Secure</b>
<b>General Requirements:</b>		
<ul style="list-style-type: none"> <li>Fully accomplished and signed Obligation Request Status form (original in two (2) copies)</li> </ul>	Requesting Staff of the Division or Unit of SEI	
<ul style="list-style-type: none"> <li>Fully accomplished and signed Disbursement Voucher (original in three (3) copies)</li> </ul>	Requesting Staff of the Division or Unit of SEI	
<b>Additional Requirements*:</b>		
<b>A. Payment of COS under Manpower Agency and CIP</b>		
<ul style="list-style-type: none"> <li>Certification of Services Rendered (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI	
<ul style="list-style-type: none"> <li>Accomplishment Reports (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI	
<ul style="list-style-type: none"> <li>Approved Daily Time Record and duly verified by Personnel Division (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI	
<ul style="list-style-type: none"> <li>Billing Statement/Statement of Account (in one (1) Original)</li> </ul>	Supplier	
<b>B. Payment of Honorarium (Special Projects/ Inter-Agency Fund Transfers)</b>		
<ul style="list-style-type: none"> <li>Certification that the Honorarium received does not exceed 25% of the Annual Salary (<i>Annex B of SEI Memo</i>)</li> </ul>	Requesting Staff of the Division or Unit of SEI	

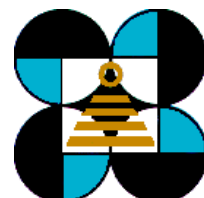




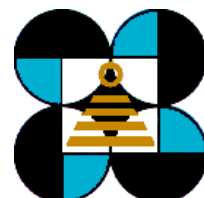
2023-012 dated February 2, 2023) (in one (1) Original)	
<ul style="list-style-type: none"> <li>• Certification of Acceptance by the agency head of the deliverables per project component (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Certification of Service Rendered/ Accomplishment Reports/ Deliverables (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Performance evaluation plan formulated by project management used as basis for rating the performance of members (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Duly signed Office Order designating members of the special project (in one (1) copy)</li> </ul>	Records Unit
<ul style="list-style-type: none"> <li>• Terms of Reference (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Certification of completion of project deliverables (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Special Project Plan (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Authority to collect Honoraria (in one (1) copy)</li> </ul>	Resource Person
<b>C. Payment of Honorarium (Science and Technological Activities/ Specific Agency Fund)</b>	
<ul style="list-style-type: none"> <li>• Duly signed Office Order designating members of the special project (in one (1) copy)</li> </ul>	Records Unit
<ul style="list-style-type: none"> <li>• Plan/Program of Activities (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Authority to collect Honoraria (in one (1) copy)</li> </ul>	Resource Person
<ul style="list-style-type: none"> <li>• Certification of Acceptance by the agency head of the deliverables per project</li> </ul>	Requesting Staff of the Division or Unit of SEI



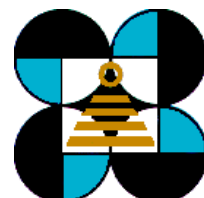
component (in one (1) Original)	
<ul style="list-style-type: none"> <li>• Certification that the Honorarium received does not exceed 25% of the Annual Salary (<i>Annex B of SEI Memo 2023-012 dated February 2, 2023</i>) (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<b>D. Salaries of Individuals Hired Under Contract of Service (COS) for Consultancy Services</b>	
<ul style="list-style-type: none"> <li>• Contract duly signed, notarized with certificate of availability of funds (1 original for first claim and 1 certified true copies for consecutive payments)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Approved Daily Time Record and duly verified by Personnel Division (in one (1) original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Accomplishment Reports approved by direct supervisor or Approved Expected Outputs/deliverables (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Approved Purchase Request or requisition of supplies, materials and equipment or its equivalent shall be duly approved by proper authorities (in one (1) copy)</li> </ul>	BAC Sec or FAD-General Services Unit (GSU)
<b>E. Payment of Security and Janitorial Service</b>	
<ul style="list-style-type: none"> <li>• Approved Daily Time Record (original in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Official Receipt/ Invoice (original in one (1) copy)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Statement of Account/ Billing Statement (original in one (1) copy)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Approved Purchase Request or requisition of supplies, materials and equipment or its equivalent shall be duly</li> </ul>	BAC Secretariat or FAD-GSU



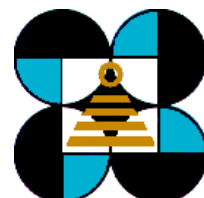
approved by proper authorities in one (1) copy)	
<ul style="list-style-type: none"> <li>• Certification of Service Rendered (original in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Proof of Remittance of employees for SSS, Philhealth and Pag-IBIG (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<b>F. Payment of Electricity and Water Expense</b>	
<ul style="list-style-type: none"> <li>• Statement of Account/ Billing (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Official Receipt/ Invoice (in one (1) Original)</li> </ul>	Supplier
<b>G. Payment of Telephone and Communication Expense</b>	
<ul style="list-style-type: none"> <li>• Statement of Account/ Billing (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Official Receipt/ Invoice (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Certification by Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<b>H. Payment of Repairs and Maintenance/ Insurance Expense/ Fuel, Oil and Lubricants</b>	
<ul style="list-style-type: none"> <li>• Statement of Account/ Billing (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Official Receipt/ Invoice (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Report of Waste Materials, in case of repair (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Approved trip ticket for gasoline expenses for gasoline expenses (in one (1) copy)</li> </ul>	FAD-GSU



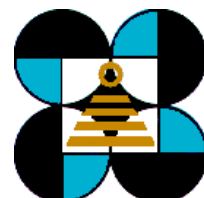
<ul style="list-style-type: none"> <li>Approved Purchase Request or requisition of supplies, materials and equipment or its equivalent shall be duly approved by proper authorities in one (1) copy)</li> </ul>	FAD-GSU
<ul style="list-style-type: none"> <li>Duly signed Inspection and Acceptance Report, as applicable (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Warranty Certificate, for repairs and maintenance (in one (1) Original)</li> </ul>	FAD-GSU
<ul style="list-style-type: none"> <li>Three (3) Quotations from Suppliers, as applicable (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Certificate of Acceptance, for repairs and maintenance (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Abstract of Request for Quotation (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Duly signed Purchase Order, as applicable (in one (1) Original)</li> </ul>	FAD-GSU
I. Payment of Fuel, Oil and Lubricants/ Subscription Expense/ Courier Expense	
<ul style="list-style-type: none"> <li>Statement of Account/ Billing (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>Official Receipt/ Invoice (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>Approved Purchase Request or requisition of supplies, materials and equipment or its equivalent shall be duly approved by proper authorities in one (1) copy)</li> </ul>	FAD-GSU
J. Payment of Plane Fare Expense	
<ul style="list-style-type: none"> <li>Statement of Account/ Billing (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>Official Receipt/ Invoice (original in one (1) copy)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>Approved Purchase Request or requisition of supplies, materials and equipment or its</li> </ul>	FAD-GSU



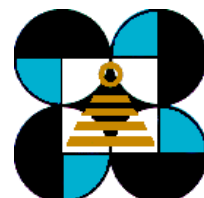
equivalent shall be duly approved by proper authorities in one (1) copy)	
<ul style="list-style-type: none"> <li>• Boarding Pass (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Quotation of at least three (3) travel agencies or its equivalent in one (1) copy</li> </ul>	Requesting Staff of the Division or Unit of SEI
<b>K. Grant of Cash Advance (SDO/PCF)</b>	
<ul style="list-style-type: none"> <li>• Duly signed Special Order for Special Disbursing Officer/Petty Cash Custodian (in 1 copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Certification from the Accountant that previous cash advances have been liquidated (in one (1) Original)</li> </ul>	Accounting Unit
<ul style="list-style-type: none"> <li>• Fidelity Bond (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Line-Item Budget For SDO (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<b>L. Grant of Cash Advance (Travelling Allowance)</b>	
<ul style="list-style-type: none"> <li>• Special Order (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Travel Order (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Duly approved Itinerary of Travel (IOT) (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Certification from the Accountant that previous cash advances have been liquidated (in one (1) Original)</li> </ul>	Accounting Unit
<ul style="list-style-type: none"> <li>• Letter of invitation of host/sponsoring country/agency/organization- (for foreign travel only) (in one (1) copy)</li> </ul>	Host/Sponsoring Country
<ul style="list-style-type: none"> <li>• Copy of United Nations Development Programme (UNDP) rate for the DSA of the country of destination (For</li> </ul>	Requesting Staff of the Division or Unit of SEI



foreign travel only) (in one (1) copy)	
<ul style="list-style-type: none"> <li>In case of seminar, Invitation addressed to the agency inviting the participants (issued by the foreign country) (in one (1) copy)</li> </ul>	Host/Sponsoring Country
<ul style="list-style-type: none"> <li>In case of seminar, Acceptance of nominees as participants (issued by the foreign country) (in one (1) copy)</li> </ul>	Host/Sponsoring Country
<ul style="list-style-type: none"> <li>In case of seminar, Programme Agenda and Logistics Information (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<b>M. Procurement of Goods and Services Under Alternative Mode of Procurement</b>	
<ul style="list-style-type: none"> <li>For transaction purchase through Bids and Awards Committee (BAC), copy of Notice of Award, Notice to Proceed and BAC Resolution and original contract shall be attached in one(1) copy</li> </ul>	BAC Sec or FAD-GSU
<ul style="list-style-type: none"> <li>Delivery Receipt (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>Sales Invoice/Billing Invoice/Official Receipt (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>Duly signed Inspection and Acceptance Report (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Certificate of Acceptance (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>PhilGEPS Posting Reference Number &amp; Award Notice Abstract (for transactions amounting to more than P50,000.00), (in one (1) Original)</li> </ul>	FAD-GSU
<ul style="list-style-type: none"> <li>Notice to Proceed (NTP) (in one (1) Original)</li> </ul>	BAC Sec or FAD-GSU

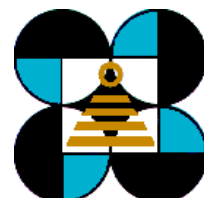


<ul style="list-style-type: none"> <li>• Notice of Award (NOA) (in one (1) Original)</li> </ul>	BAC Sec or FAD-GSU
<ul style="list-style-type: none"> <li>• Technical Evaluation and Recommendation (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Abstract of Request for Quotation (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Approved Purchase Request or requisition of supplies, materials and equipment or its equivalent shall be duly approved by proper authorities in one (1) copy)</li> </ul>	FAD-GSU
<ul style="list-style-type: none"> <li>• BAC Resolution recommending Mode of Procurement, as applicable (1 certified true copy)</li> </ul>	BAC Sec or FAD-GSU
<ul style="list-style-type: none"> <li>• Duly approved Purchased Order/Letter Order/Contract (in one (1) Original)</li> </ul>	BAC Sec or FAD-GSU
<ul style="list-style-type: none"> <li>• Annex "H" for Lease of Real Property and Venue (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Quotation of 3 prospective venue for Lease of Venue ( in one (1) Copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Attendance sheet of attendees, as applicable (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Minutes of the meeting/ Activity Report for meals are served in one (1) copy</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>• Request for Authority to serve meals if applicable (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<b>N. Reimbursement of Goods and Services Under Alternative Mode of Procurement</b>	
<ul style="list-style-type: none"> <li>• Delivery Receipt (1 or more, if applicable) (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Sales Invoice/Billing Invoice/Official Receipt (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Canvass from 3 suppliers for purchases involving P1,000</li> </ul>	Requesting Staff of the Division or Unit of SEI

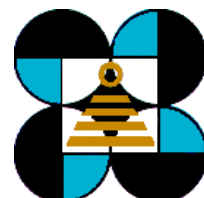


(Qty*Price) and above except for purchases made on official travel (in one (1) copy)	
<ul style="list-style-type: none"> <li>Duly signed Inspection and Acceptance Report, (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Approved Purchase Request or requisition of supplies, materials and equipment or its equivalent shall be duly approved by proper authorities in one (1) copy)</li> </ul>	FAD-GSU
<ul style="list-style-type: none"> <li>Other documents depending on the Alternative mode of Procurement used (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<b>O. Liquidation of SDO/PCF</b>	
<ul style="list-style-type: none"> <li>Special Order for Special Disbursing Officer/Petty Cash Custodian (1 photocopy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Report on paid Petty Cash Vouchers (RPPCV) Appendix 49 of GAM Vol. II (For PCF) (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Petty Cash Vouchers duly approved and signed (For PCF) (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Cash Disbursement Record (CDRec) Appendix 40 of GAM Vol. II (for SDO) (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Billing Statement/Statement of Account (in one (1) Original)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>Vehicle Trip Ticket (in one (1) Copy)</li> </ul>	FAD-GSU
<ul style="list-style-type: none"> <li>Certificate of Appearance/Attendance (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Certificate of Travel Completed (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Plane Ticket, if applicable (in one (1) Original)</li> </ul>	Requesting Staff/Airline Company

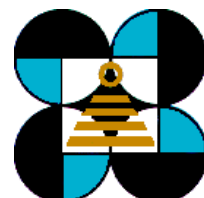




<ul style="list-style-type: none"> <li>Boarding Pass, if applicable (in one (1) Original)</li> </ul>	Requesting Staff/Airline Company
<ul style="list-style-type: none"> <li>Approved Itinerary of Travel (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Letter of Invitation of Host/Sponsoring country (1copy)</li> </ul>	Host/Sponsoring Country
<ul style="list-style-type: none"> <li>Liquidation Report, if applicable (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Certification of No Available Vehicle (<i>Annex A SEI Memo 2023.012-A dated February 3, 2023</i>) (in one (1) Original)</li> </ul>	FAD-GSU
<ul style="list-style-type: none"> <li>Certification of Exceeding Expense (<i>Annex C SEI Memo 2023.012-A dated February 3, 2023</i>) (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Boarding Pass, if applicable (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Approved trip ticket for gasoline, if applicable (in one (1) copy)</li> </ul>	FAD-GSU
<ul style="list-style-type: none"> <li>Canvass from 3 suppliers for purchases involving P1,000 (Qty*Price) and above except for purchases made on official travel (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Narrative report on trip undertaken /Report of Participation (for foreign travel only) (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Revised itinerary of travel if the previous approved itinerary was not followed (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>UNDP rate for the DSA of the country of destination for Foreign Travel (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>BSP Exchange rate at the date of grant of cash advance (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI
<ul style="list-style-type: none"> <li>Program Agenda and Logistics Information (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI



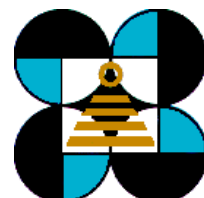
<ul style="list-style-type: none"> <li>Approved Purchase Request in one (1) copy)</li> </ul>	FAD-GSU			
<b>P. Reimbursement of Tuition Fees</b>				
<ul style="list-style-type: none"> <li>Official Receipt/ Invoice (in one (1) Original)</li> </ul>	School/Universities/Colleges			
<ul style="list-style-type: none"> <li>Original or Digitally generated Enrollment Form from the school enrolled (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI			
<ul style="list-style-type: none"> <li>Latest grade from previous semester (in one (1) copy)</li> </ul>	School/Universities/Colleges			
<ul style="list-style-type: none"> <li>Quarterly Reports for foreign students (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI			
<ul style="list-style-type: none"> <li>Approved Line-Item Budget for foreign scholars (in one (1) copy)</li> </ul>	Requesting Staff of the Division or Unit of SEI			
<b>Q. Fund Transfers to Implementing Agencies for Payment of Stipend and Other Allowances (Undergraduate)</b>				
<ul style="list-style-type: none"> <li>Approved Sub- Line-Item Budget (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI			
<ul style="list-style-type: none"> <li>Approved List of names of scholars for payment of stipend (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI			
<b>R. Remittance of Government Share for Mandatory Deductions (GSIS/Philhealth/Pag-IBIG)</b>				
<ul style="list-style-type: none"> <li>Payroll/List of Personnel with Corresponding amount of Government Share on GSIS, Pag-IBIG, and PhilHealth) (in one (1) Original)</li> </ul>	Requesting Staff of the Division or Unit of SEI			
<p><i>*For the additional documentary requirements per transaction type, please refer to COA Circular No. 2012-01, Executive Order No. 77 , DOST Admin. Order No. 11-2019 , DOST Admin. Order No. 12-2019 , and Government Accounting Manual (GAM) Volumes I,II and III</i></p>				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
1. Submit Disbursement Voucher (DV) and Obligation Request and Status (ORS)/Budget	1. Receive and record in Logbook and on eRMS (Electronic Records and Management System) all DVs	None	1 hr	Budget Staff, FAD-BU



Utilization Request and Status (BURS) signed by the Head, Requesting Office/Authorized Representative with complete supporting Documents to Budget Division for review and evaluation.	with ORS/BURS and/or with complete supporting documents.			
	1.1 Review/check the accuracy of the prepared DV and ORS/BURS and the completeness of the supporting documents. Verify availability of allotment, record the information in the logbook for monitoring purposes, assigns number in the ORS/BURS based on the control logbook, and initial Box B of the ORS/BURS and forward to the Budget Unit Head in accordance with Manual of Approval.	None	3 hrs	Budget Staff, FAD-BU
	1.2 Review and Sign Box B of ORS/BURS and forward all documents to Budget Staff.	None	3 hrs	Budget Unit Head FAD-BU
	1.3 Forward ORS/BURS/DV and supporting documents to the Accounting Unit for processing.	None	1 hr	Budget Staff, FAD-BU



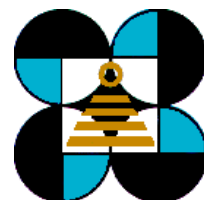
	1.4 Receive and sign in the logbook of requesting unit/division for received DVs	None	1 working day and 4 hrs	Accounting Staff, FAD-AU
	1.5 Stamp "Received", indicate time and date of receipt and initials on the received portion of the DV			
	1.6 Process DVs as to completeness and propriety of supporting documents			
	1.7 Validate the amount claimed such as computation of taxes			
	1.8. Prepare Certificate of Taxes Withheld (BIR Form 2307), if applicable.			
	1.9. Indicate proper accounting entry on box B, affix initial, and forwards to approving signatory.			
	1.10 Receive and review the completeness of documentary requirements and amount claimed is proper.	None	3 hrs*  1 working day**	Head of Accounting Unit or Authorized Signatory, FAD-Accounting Unit



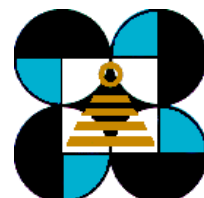
	<p>1.11 Certify funds availability and affix his/her signature to the Voucher on Box C and indicates the date of approval.</p>			
	<p>1.12 Forward the duly signed DVs to the Accounting Staff</p>			
	<p>1.14 Assign DV number</p> <p>1.15 Record in the logbook the DV number and date, name of payee, particulars, and amount.</p> <p>1.16 Forward the duly signed DVs to the CDU Unit and records in the ERMS.</p>	<p>None</p>	<p>1 hr*</p> <p>4 hrs**</p>	<p>Accounting Staff, FAD-AU</p>
	<p>1.17 Receive and record in Logbook and on eRMS (Electronic Records and Management System) the approved DVs with ORS and/or other supporting documents.</p> <p>1.18 Check completeness of signatories on the DVs, ORS and supporting documents and</p>	<p>None</p>	<p>30 mins</p>	<p>CDU Staff FAD-CDU</p>



	forward to concerned Cashier Staff.			
	1.19 Verify fund classification and check NCA balance (book and eMDS balance) against DV amount if funds are still available and sufficient.	None	30 mins	
	1.20 Verify account details of payee if existing or new. If new, check if with record of validated LOI from the bank.	None	15 mins	
	1.21 Prepare necessary documents for disbursement: check with duplicate, LDDAP-ADA in four (4) copies, SLIIE in 2 copies, and ACICs in three (3) copies.	None	1 hr* 3 hrs**	
	1.22 Review, verify correctness of the prepared checks and/or LDDAP-ADA and sign ACIC.	None	1 hr	AO V (Cashier III) FAD-CDU,
	1.23 Stamp the corresponding Check/LDDAP-ADA number and date in the Box E on the face of the DV.	None	10 mins	CDU Staff FAD-CDU

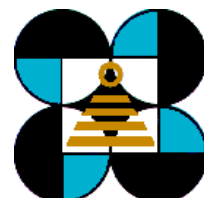


	1.24 Log the LDDAP-ADAs and/or Checks to the Warrant Registers and on eRMS.	None	15 mins	
	1.25 Forward LDDAP-ADA with supporting documents and corresponding ACIC to Accounting Unit and Checks with supporting documents and corresponding ACIC to the FAD-Chief Office.	None	5 mins	
	1.26 Receive and record on Logbook and on eRMS the LDDAP-ADA with supporting documents and corresponding ACIC for review and signing of Accountant	None	30 mins	Accounting Unit Staff, FAD-AU
	1.27 Sign Box I of the LDDAP-ADA to warrant that the LDDAP-ADA was prepared in accordance with existing budgeting, auditing, and accounting rules.	None	1 hr	Accountant III, FAD-AU
	1.28 Record on logbook and on eRMS the LDDAP-ADAs with supporting	None	30 mins	Accounting Unit Staff, FAD-AU

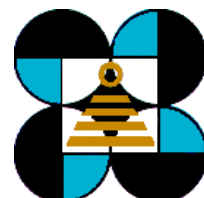


	documents cleared by the accountant and release to the FAD-Chief.			
	1.29 Receive and record on Logbook and on eRMS the LDDAP-ADAs and/or Checks with supporting documents and corresponding ACIC for signing by the FAD Chief	None	30 mins	Staff, Office of Chief, FAD
	1.30 Sign check/advice to debit account (ADA) part on the Box II of the LDDAP-ADA for authorization of payment and the supporting ACIC.	None	4 hrs	Chief, FAD
	1.31 Record on logbook and on eRMS the Checks and/or LDDAP-ADAs with supporting documents cleared by the accountant and release to the Office of the Approving Authority	None	30 mins	Staff Office of Chief, FAD
	1.32 Receive and record on Logbook and on eRMS the LDDAP-ADAs and/or Checks with supporting documents and	None	30 mins	Staff Office of the Director/ Office of the Deputy Director

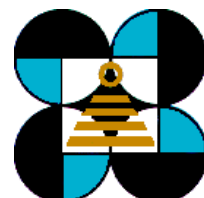




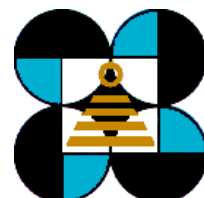
	corresponding ACIC for signing by the FAD Chief			
	1.33 Countersign Checks and LDDAP-ADA Box II for authorization of payment and the supporting ACIC.	None	2 days* 3 days**	Director IV or Director III Office of the Director/ Office of the Deputy Director
	1.34 Record on logbook and on eRMS the Checks and/or LDDAP-ADAs with supporting documents cleared by the accountant and release to the Office of the Approving Authority	None	30 mins	Staff Office of the Director/ Office of the Deputy Director
	1.35 Receive the signed Checks and/or LDDAP-ADAs with supporting documents and the corresponding ACIC and stamp time received from the Office of the Director/Deputy Director	None	30 mins	CDU Staff, FAD-CDU
	1.36 Check the completeness of signatures before releasing to claimants or deposit/transmit to bank.	None	1 hr	



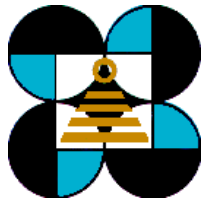
	1.37 Sort and prepare copies of documents to be forwarded to LBP and BTr, softcopies of supporting files and transmittal document needed by the bank.			
	1.39 Transmit to LBP-Bicutan copies of LDDAP-ADA, and PACSVAL, FinDes, if needed.	None	2 hrs	CDU Staff/Cashier III Cashier Unit
	1.40 Post the bank delivery date of checks and LDDAP-ADA to the monitoring link of LDDAP-ADA issuances for information of focal persons/project leaders.  1.40.a. For checks, inform the focal persons/project leaders that their requested check is ready for pick up.	None	20 mins	CDU Staff CDU
	1.41. For Checks, release Check and Tax Certificate to the	None	10mins	



	payee and sign the box E portion of the DV and attach the OR to the DV.			
	1.42 Claim validated LDDAP-ADAs at the bank, once available.	None	-	
2. Receive check or bank validated LDDAP-ADA and sign Box E of the Disbursement Voucher. 2.1 Issue Official Receipt to Cashier, and pick up tax certificate, if applicable.	2.1.a. For check payments, issue check to claimant.  2.1.b. For disbursements through ADA, provide copy of bank validated LDDAP-ADA to respective focal persons/payee.  2.2 Present logbook for receiving and refer to accounting unit for claiming of tax certificates if transactions being claimed are from previous months.	None	15 mins	CDU Staff FAD-CDU  Accounting Staff FAD-AU
<b>*Complex Transactions</b>				
<ul style="list-style-type: none"> <li>● Remittances of Contributions and Loan Payments to Agencies for Mandatory Deductions and Various Lending/Financing Institutions</li> <li>● Water/Electricity Expenses</li> <li>● Registration fees for Seminar/Workshop</li> <li>● Funding Checks</li> <li>● Land Bank (for salaries and other</li> </ul>		<ul style="list-style-type: none"> <li>● Registration and Insurance of Motor Vehicles (LTO / GSIS)</li> <li>● Honorarium</li> <li>● Catering Services</li> <li>● Laundry Expenses</li> <li>● Advertising Expenses</li> <li>● Special Counsel Allowances</li> <li>Bond premium for Special Disbursing Officers and Signatories</li> </ul>		



<p><i>personnel benefits of permanent employees and payment for service rendered of individuals hired under contract of service)</i></p> <ul style="list-style-type: none"> <li>● <i>Payroll for Services rendered under Contract of Service (as to processing of payment by Accounting Division)</i></li> </ul>			
<p><b>**Highly Technical Transactions (requires further verification, more time to process, bulk documents to validate, needs additional supporting documents, with tax implications)</b></p>			
<ul style="list-style-type: none"> <li>● <i>Payroll Salaries, wages, and other personnel benefits (RATA, etc.) and compensation of permanent</i></li> <li>● <i>Payroll for Services rendered under Contract of Service (as to issuance of ORS by Budget Division)</i></li> <li>● <i>Janitorial/Security Services</i></li> <li>● <i>Travelling Expenses – Pre-travel and Reimbursement (Local and Foreign)</i></li> <li>● <i>Replenishment of Petty Cash</i></li> <li>● <i>Fuel, Oil and Lubricants Expenses</i></li> <li>● <i>Communication and Telephone Expenses</i></li> <li>● <i>Courier Expenses</i></li> <li>● <i>Hotel and Accommodation</i></li> <li>● <i>Subscription Expenses (including Newspaper)</i></li> </ul>	<ul style="list-style-type: none"> <li>● <i>Purchase of Supplies and Equipment</i></li> <li>● <i>Repairs and Maintenance of Building, Motor Vehicle, Equipment etc.</i></li> <li>● <i>Construction of Buildings and Other Structures</i></li> <li>● <i>Consultancy – Individual and Firms</i></li> <li>● <i>Inter-agency Fund Transfer</i></li> <li>● <i>Grant of Cash Advance for Special Disbursing Officers</i></li> <li>● <i>Printing and Publication</i></li> <li>● <i>Training and Scholarship Expenses</i></li> <li>● <i>Plane fare</i></li> </ul>		
<b>Total:</b>	<b>None</b>	<b>*Complex</b>	<b>7 working days</b>
		<b>**Highly Technical</b>	<b>9 working days and 2 hrs</b>

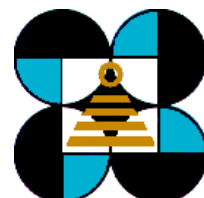


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## **Finance and Administrative Division**

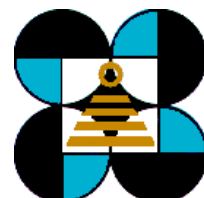
### **Internal Services**



## 1. 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.

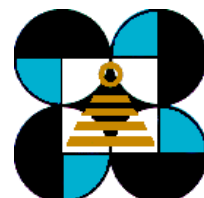
<b>Office or Division:</b>	Finance and Administrative Division (FAD)-Human Resource Management Unit (HRMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may Avail:</b>	SEI Officials and Employees			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Fully Accomplished HRMU Request Form (1 Original Copy)		Human Resource Management Unit, Finance and Administrative Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
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	2 hours	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
<b>Total:</b>		<b>None</b>	<b>1 working day, 2 hrs and 10 mins</b>	



## 2. Processing of Request for Provision of Service Vehicle

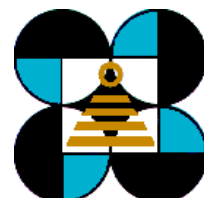
This serves as a guide for the General Services-Unit as well as the requestors on the process and requirements to consider when requesting for a service vehicle.

<b>Office or Division:</b>	Finance and Administrative Division (FAD)-General Services Unit (GSU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G: Government to Government			
<b>Who may Avail:</b>	Officials and Employees of DOST-SEI			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Trip Ticket (3 copies) Copy of Special Order or Travel Authority (as attachment)		Requesting Unit or FAD-GSU Requesting Unit or Intranet		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
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
	<b>1.2.a. If there is an available vehicle:</b> 1.2.a.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.a.2 Review and affix initial in the Trip Ticket forms	None	5mins	Administrative Officer V, FAD-GSU
	1.2.a.3 Forward the trip ticket with assigned vehicle to the Approving Officer.	None	5 mins	Project Staff, FAD-GSU
	1.2.a.4 Approve and sign the trip ticket	None	10 mins	Chief Administrative Officer, FAD
	1.2.a.5 Endorse the approved trip ticket to the assigned driver.	None	2 mins	Project Staff, FAD-GSU
	<b>1.2.b. If there is no available vehicle:</b> 1.2.b.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.b.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
<b>Total:</b>		<b>None</b>	<b>a. 50 mins</b> <b>b. 24 mins</b>	

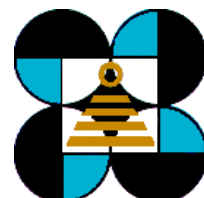




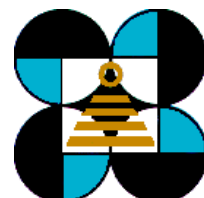
### 3. Processing of Request for Authentication of Records

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.

<b>Office or Division:</b>	Finance and Administrative Division (FAD)-Records Unit (RU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G: Government to Government			
<b>Who may Avail:</b>	SEI Division and Units			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Filled-out Records Unit Document Request Form ( <i>RU-DRF-01</i> )		SEI Records Unit		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
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



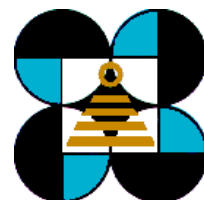
	1.4. Stamp, " <b><i>Certified Copy</i></b> " on the record.	none	5 mins	Administrative Officer (Records Officer III) and Records Unit Staff, FAD-Records Unit
	1.5. Records Staff who process the document shall affix his/her initial/signature prior signing of the Records Officer.	None	2 mins	Administrative 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
<b>Total:</b>		<b>None</b>	<b>1 hr and 22 mins</b>	



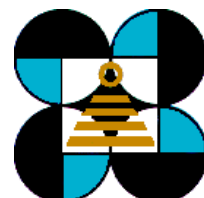
#### 4. Procurement of Supplies Using Alternative Method

This serves as a guide when the procuring entity resorts to using alternative modes of procurement when requesting for supplies, to promote economy and efficiency. This includes request for issuance of supplies and materials up to the issuance of the items to end-user/s.

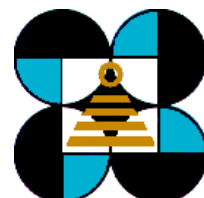
<b>Office or Division:</b>	Finance and Administrative Division (FAD)-General Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G: Government to Government			
<b>Who may Avail:</b>	Officials and employees of DOST-SEI and suppliers			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Disbursement Voucher with complete attachments				
2. Budget Utilization Request				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
1. Prepare Purchase Request (PR)	1. Consolidate PR (Goods) 1a. Prepare plans (Civil Works)	None	2 hrs	Supply Officer, Bids and Awards Committee (BAC)
2. Attend the Pre-procurement Conference	2.1 Conduct Pre-procurement Conference ** Minutes of meeting ** Identifies schedule of activities	None	2 hrs	BAC Chairperson Supply Officer Budget Officer
	2.1. Classify transactions:  3a. If 50K < ABC <1M –	None	1 hr	Supply Officer



	<p>Post to PhilGEPS, RFQ</p> <p>3b. If ABC&lt;50K – No posting to PhilGEPS, RFQ</p> <p><i>**refer to GPPB Ruling for items/transactions that may not be posted in PhilGEPS</i></p>			
	<p>4.Receive quotation from supplier</p> <p>4a. Items posted in PhilGEPS; and</p> <p>4b. If not posted in PhilGEPS</p>	None	<p>4a. 3 working days</p> <p>4b. 1 working day</p>	Supply Officer
5. Evaluate proposals/Request for Quotation of goods/civil works	<p>5. Receive Technical Evaluation and Prepare BAC Resolution</p> <p>5.1 Review and Sign Abstract of Canvass/BAC Resolution</p>	None	<p>1hr</p> <p>2 days</p>	
6. None	6. Issue Notice of Award* Alternative Mode <50k ABC	None	30 mins	
5. None	7. Prepare Purchase Order and Contract for	None	1 hr	



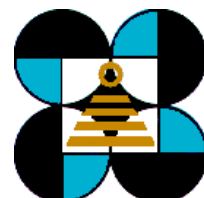
	goods and civil works			
6. None	8. Sign Contract/Purchase Order	None	2 hrs	
7. None	9.1. Prepares Inspection and Acceptance Report (IAR)	None	10 mins	Supply Officer
	9.2. Accept /Inspect Goods/Work completed/ Sign IAR	None	15 mins	Property Custodian Property Inspector Infra Head/BAC Chairperson
8. Receive goods from GSU Personnel	10. Deliver items to the end-user  10. 1. Issue Requisition and Issue Slip (RIS)/ Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR)	None	30 mins	Supply/Property Officer
<b>Total:</b>		<b>None</b>	<b>c. (Posted in PhilGEPS) 6days, 2hrs and 25mins</b> <b>d. (Not posted in PhilGEPS) 3days, 2hrs and 25 mins</b>	



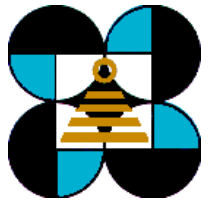
## 5. Offices and Facility Maintenance

This service details the procedure on how an employee can request for Offices and Facility Maintenance and Services that includes electrical, carpentry and plumbing troubleshooting, maintenance and upgrade.

<b>Office or Division:</b>	Finance and Administrative Division (FAD)-Building Maintenance Section (BMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G: Government to Government			
<b>Who may Avail:</b>	SEI Officials and Employees			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Maintenance Request Form (MRF)		Building and Maintenance Section/SEI Intranet FAD-BMS-F05		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
1. Prepare and submit duly accomplished MRF to BMS	1. Provide assistance and validates the inquiry	None	5 mins	BMS Staff FAD-BMS
	1.1. Evaluate the maintenance service requested	None	5 mins	
	1.2. Prepare tools and materials and assign maintenance personnel to execute the necessary	None	30 mins	



	action/s to accomplish the request, if can be done In-house			
	1.3. If can't be done In-house, BMS will prepare Purchase Request (PR) for approval of the Director. Service providers will be provided to the client	None	2 working days	Administrative Officer IV, BMS
	1.4. Report the action to the requesting client	None	5 mins	BMS Staff FAD-BMS
2. Submit feedback using the same form	2.1. Provide client's copy and review and summarize feedbacks	None	5 mins	Administrative Officer IV, BMS
<b>Total:</b>		<b>None</b>	<b>2 working days, 1 hr and 10 mins</b>	

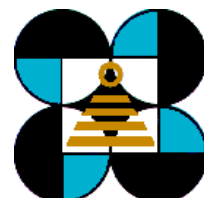


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**Science and Technology Manpower  
Education Research and Promotions Division  
Internal Services**

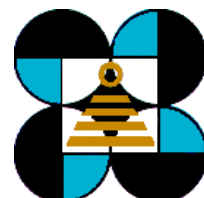




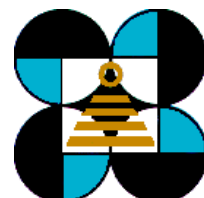
## 6. Processing of Request for Information and Communications Technology (ICT) Services

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

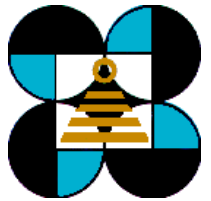
<b>Office or Division:</b>		S&T Manpower Education Research and Promotions Division- Management Information System Unit (MISU)			
<b>Classification:</b>		Complex			
<b>Type of Transaction:</b>		G2G: Government to Government			
<b>Who may Avail:</b>		SEI Employees			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>		
ICT Service Request Form (1 original)			STMERPD-Management Information System Unit (MISU)		
<b>Client Steps</b>		<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
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.  2.2. MISU Personnel fills out the ICT Service Request Form (Software,	None	1 hour	MISU Staff, STMERPD



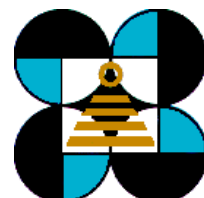
		<p>Hardware, Network) problem identification part.</p> <p>2.3. MISU personnel fills out the schedule part of the form and schedule the request in accordance with ICT policies. The client will sign the schedule part of the form.</p>			
Step 3: Action	3. Client provides information to MISU Personnel (Warranty 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 for supplier repair, proceed to Step 4b.</p> <p>3.2.2 Without warranty, check inventory information</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, STMERPD/ GSU Personnel



		<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	<p>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.</p> <p>4.2 MISU Personnel will provide signed copy to the Client.</p>	None	1 hour	MISU Staff, STMERPD
Step 4b. Completion and Recommendation	4.b. Client receives the recommendation of MISU Personnel,	4.1 MISU Personnel will sign and complete the ICT Service	None	3 working days	MISU Staff, STMERPD- MIS/ GSU Staff, FAD-GSU

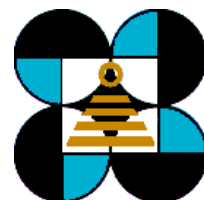


	<p>Sign the Conformance and coordinate with GSU Personnel for repair/disposal of his/her ICT device</p>	<p>Request form (indicate the start and completed date of the request). The client will sign the form.</p> <p>4.2 MISU Personnel will provide signed copy to the Client</p> <p>4.3 GSU Personnel will coordinate to Supplier for the repair/assist the client for disposal</p>			
<b>Total:</b>			<b>None</b>	<p><b>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</b></p> <p><b>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</b></p>	

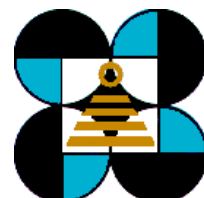


## VI. Feedback and Complaints

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&amp;T Scholarship Division; or</p> <p>Lodge the feedback through e-mail at <a href="mailto:feedback@sei.dost.gov.ph">feedback@sei.dost.gov.ph</a>.</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: 8330-8876/ 8330-8826 or e-mail at <a href="mailto:feedback@sei.dost.gov.ph">feedback@sei.dost.gov.ph</a></p>
How to file a complaint	<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 <a href="mailto:complaints@sei.dost.gov.ph">complaints@sei.dost.gov.ph</a> ; 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"> <li>- Name of complainant</li> <li>- Scholarship information (scholarship program, year of award, university, etc.)</li> <li>- Nature of complaint</li> <li>- Incident</li> <li>- Evidence</li> <li>-Contact information of complainant.</li> </ul> <p>For inquiries and follow-ups/, clients may contact the following number: 8330-8876/8330-8826 or e-mail at <a href="mailto:complaints@sei.dost.gov.ph">complaints@sei.dost.gov.ph</a> .</p>



FEEDBACK AND COMPLAINTS MECHANISM	
<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 <a href="mailto:complaints@sei.dost.gov.ph">complaints@sei.dost.gov.ph</a> .</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: <a href="mailto:feedback@sei.dost.gov.ph">feedback@sei.dost.gov.ph</a>.</p> <p>Anti-Red Tape Authority</p> <p>Telephone: 8478-5091   8478-5093   8478-5099  E-mail: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>; <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></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: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p>



## VII. List of Offices

Office	Address	Contact Information
Office of the Director	2 <sup>nd</sup> 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 <sup>nd</sup> Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Direct Line- 8330 8876 or 8330 8826 Email: scholarships@sei.dost.gov.ph
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 <sup>nd</sup> Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Direct Line- 8330 8912