

## FEEDBACK FORM (Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Please check the corresponding box. (Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.)

**Compliment** (Papuri)       **Complaint** (Reklamo)       **Suggestion** (Mungkahi)

Person(s)/Unit/Office Concerned or Involved:  
(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts of Details Surrounding the Incident:  
(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)  
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office  
(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)  
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name (Optional): \_\_\_\_\_  
(Pangalan)

Office/Agency: \_\_\_\_\_  
(Tanggapan/Ahensiya)

Address: \_\_\_\_\_  
(Tirahan)

Email (if any): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Lagda) (Petsa)



### Feedback Mechanism

Please let us know how we have served you by doing any of the following:

- ◆ Accomplish our Feedback Form and put in the drop box located at the lobby
- ◆ Send your feedback through email ([secretariat@nast.ph](mailto:secretariat@nast.ph)) or by fax (02-8373170)
- ◆ Talk to our Officer of the Day

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaints Desk.

**THANK YOU** for helping us continuously improve our services.

# NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY, PHILIPPINES CITIZEN'S CHARTER



## Vision

A Progressive Philippines anchored on Science

## Mission

The National Academy of Science and Technology, Philippines (NAST, Phl) shall:

- Recognize exemplary science and technology achievements among the young and among peers
- Encourage individual Academy members to continue their scholarly pursuits thereby making the Academy the principal reservoir of scientific and technological expertise in the nation
- Provide independent and science-based advice on problems facing the nation and the world
- Link with like-minded institutions and individuals in promoting scientific achievements in the Philippines and abroad
- Promote a strong science culture in Philippine society

## Performance Pledge

We, the officials and employees of NAST, will:

**N**urture assiduously the intrinsic values of science and the role of the scientific mind in the life of the nation;

**A**ctively pursue the identification and recognition of outstanding science talent;

**S**upport innovatively the activities and events which promote science and technology to the general public; and

**T**ake into account always the country's pressing problems in defining the Academy's program of work for recognition and policy advice conducive to the furtherance of a science culture.

## FRONTLINE SERVICE

### VISIT TO THE PHILIPPINE SCIENCE HERITAGE CENTER

<b>VISITING HOURS:</b> Mondays to Fridays 8:00am – 5:00pm Saturdays (A signed waiver form is required)			
Admission Fee: P20.00/person			
Who may avail the service: Schools Students and Teachers Citizens who want to visit the Center			
Step	PARTICULARS	Duration of Activity (under normal circumstances per transaction)	Person/s-in-Charge
<b>Reservation and Booking Procedures:</b>			
1.	Submit reservation request either by mail, fax or email addressed to:  MS. LUNINGNING E. SAMARITA-DOMINGO Director IV, National Academy of Science and Technology 3 <sup>rd</sup> Flr., Science Heritage Building DOST Compound, Bicutan, Taguig City Tel No: (02) 8372071 loc 2176 Fax No: (02) 837-3170 Email: pshc@nast.ph secretariat@nast.ph		
	Reservation request must contain the following: a) Name of the school b) Complete address c) Telephone and fax number/s d) Exact date and time of visit e) Number of visitors including the teachers, parents, number of students and tour guide of the bus operator		

2	Receipt of reservation request	2-5 minutes	Staff in charge of PSHC
3	Acknowledgement of reservation request and confirmation of booking	3-5 working days	Staff in charge of PSHC
4	For Saturday bookings, submit signed waiver form two weeks before the actual trip. The form will be sent by the PSHC staff together with the confirmation of bookings	3-5 working days	Staff in charge of PSHC
<b>On the Day of Visit:</b>			
1	Welcoming and determining the actual number of visitors	15-20 minutes	Staff in charge of PSHC
2	Payment of the Admission Fees (proceed to the Cashier)	5 minutes	Staff in charge of PSHC
3	Issuance of the Official Receipt (OR)	5 minutes	Cashier
4	Orientation of Visitors regarding exhibits and house rules	5-10 minutes	Staff in charge of PSHC
5	Viewing of the exhibits (including optional film or lecture, presentation, etc)	30 minutes to 1 hour	Staff in charge of PSHC
<b>Walk-In Visitors</b>			
1	All walk-in visitors may be accommodated/ accepted to the Center provided no other visitors are scheduled on the same day and time	10 minutes	Staff in charge of PSHC
2	The above procedure for the "On the Day of Visit" will be followed		Staff in charge of PSHC