



**NATIONAL ACADEMY OF SCIENCE
AND TECHNOLOGY**

CITIZEN'S CHARTER
2022 (1st Edition)



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AND TECHNOLOGY**

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2022 (1st Edition)



I. Mandate:

1. To recognize outstanding achievements in Science and Technology as well as provide meaningful incentives to those engaged in Scientific and Technological Researches (Presidential Decree 1003-A)
- To advise the President and the Cabinet on matters related to Science and Technology (Executive Order No. 818)
 - To engage in projects and programs designed to recognize outstanding achievements in science and to promote scientific productivity (Executive Order No. 818)
 - To embark on programs traditionally and internationally expected of an academy of science (Executive Order No. 818)
 - To manage, operate and maintain the Philippine Science Heritage Center (Republic Act 9107)

II. Vision:

NAST, as an academy of recognized experts, serves as principal adviser to the nation on science, technology, and innovation contributing to national development



III. Mission:

- To recognize exemplary science and technology achievements among the young and among peers.
- 2. To encourage individual Academy members to continue their own scholarly pursuits thereby making the Academy the principal reservoir of scientific and technological expertise in the nation.
- 3. To provide independent and science-based advice on problems facing the nation and the world
- 4. To link with like-minded institutions and individuals in promoting scientific achievement in the Philippines and abroad
- 5. To promote a strong science culture in Philippine society

IV. Service Pledge:

We, the officials and employees of NAST will:

Nurture assiduously the intrinsic values of science and the role of the scientific mind in the life of the nation;

Actively pursue the identification and recognition of outstanding science talent;

Support innovatively the activities and events which promote science and technology to the general public; and

Take 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.



LIST OF SERVICES

External Services	Page Number
Visit to the Philippine Science Heritage Center	6
Processing of Submission of Nominations for Outstanding Achievements in Science and Technology	7
Processing of Submission of Nominations for the Order of National Scientist	8
Conferment of the Scientist Rank under the Scientific Career System	9
Internal Services	
Processing of Payroll	13
Processing of Disbursement	14
Procurement Request for Goods, Consulting Services and Infrastructure through Public Bidding	18



Technical Services Division

External Service



1. Visit to the Philippine Science Heritage Center (PSHC)

Service Information: The **National Academy of Science and Technology (NAST)** is the highest recognition and advisory body of the Philippines on matter related to science and technology. Under the Republic Act No. 9107, NAST was mandated to operate and manage the **Philippine Science Heritage Center (PSHC)**, a prime government center that honors Filipino scientists and their significant contributions to science.

The PSHC have interactive and digital exhibits focused on the contributions of Filipinos in science. The PSHC also has programs, activities and workshops that can complement science education and encourage students to pursue STEM-related tracks.

Office or Division:	Technical Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation request		NAST website (www.nast.dost.gov.ph)		
2. Signed waiver (for Saturday bookings only)		NAST website (www.nast.dost.gov.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Physical visit to the PSHC				
1. Submit reservation request to NAST <ul style="list-style-type: none"> • Fax (632) 8837-3170 • Email: salinlahi@nast.dost.gov.ph • Courier/mail – NAST, 3rd Level Science Heritage Bldg., DOST Cpd, Bicutan, Taguig City 	1. Acknowledge and send confirmation of reservation either by fax or email	None	1 Hour	<i>Science Research Specialist I</i> TSD
2. On the day of the visit to the PSHC, present confirmation of reservation and pay the corresponding entrance fees to the Cashier-Finance and Administrative Division (FAD)	2.1 Receive visitors; accomplish Visitor's Tour Form and Order of Payment; and accompany visitors' representative to the Cashier-FAD	<u>Entrance Fee</u> P20.00/ person	15 minutes	<i>Science Research Specialist I</i> TSD
	2.2 Receive payment and issue Official Receipt		5 minutes	<i>Administrative Officer V (Cashier)</i> FAD



3. View the exhibits and displays of the PSHC	3. Accompany visitors during the tour	None	30 minutes	<i>Science Research Specialist I</i> TSD
	TOTAL	P20.00	1 Hour, 50 minutes	
B. PSHC Virtual Tour				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the PSHC Virtual Tour app through Google Playstore (bit.ly/AndroidPSHCVirtualTour) or Apple AppStore: (bit.ly/iOSPSHCVirtualTour)	N/A	None	N/A	Client
2. Take the tour	N/A	None	N/A	Client
3. Answer the online Mango customer satisfaction survey	N/A	None	N/A	Client

NOTES:

1. Walk-in visitors may be accommodated to the PSHC provided no other visitors are scheduled on the same day and time.
2. Processing time for PSHC Virtual Tour depends on the client and the client's internet speed

2. Processing of Submission of Nominations for Outstanding Achievements in Science and Technology

Service Information: The NAST receives and processes nominations for the different awards designed to recognize and provide incentives to Filipino scientists for outstanding achievements in scientific research and development. NAST, through its Recognition function, has contributed significantly in promoting and fostering excellence in science and technology research in the country. The following are the different awards given by the NAST:

NAST Awards:

1. Membership to the Academy
2. Outstanding Young Scientist
3. Outstanding Book and/or Monograph
4. Outstanding Scientific Paper
5. NAST Environmental Science Award
6. NAST Talent Search for Young Scientist
7. GTO Visional Award for Medical Research
8. NAST Award for Outstanding Research in Tropical Medicine

DOST Awards

1. NSTW Outstanding R&D (Applied and Basic)
2. NSTW Outstanding Science Administrator



3. NSTW Outstanding Technology Commercialization
4. Magsaysay Future Engineers/Technologists
5. Intellectual Property – International Publication Award
6. Intellectual Property – Granted Patent and Utility Model Registration

Office or Division:	Technical Services Division (TSD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Nomination form		NAST website (www.nast.dost.gov.ph)		
2. Birth Certificate (PSA authenticated)		Philippine Statistics Authority (PSA)		
3. Transcript of Records and Diploma		University/College where degree was obtained		
4. Three (3) important published articles (for Outstanding Young Scientist Award only)		Nominee		
5. Photograph, 2x2, taken within the last 6 months		Nominee		
6. Endorsement from the head of agency/institution/ scientific organization		Department/agency/institution/scientific organization where the nominee is currently connected		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure nomination form from NAST website (www.nast.ph)	None	None	N/A	N/A
2. Submit online the accomplished form together with all the requirements on or before the last working day of November of every year through https://recognition.nast.dost.gov.ph/index.ph	2.1 Review the completeness of the documents submitted	None	5 minutes	<i>Science Research Specialist I</i> TSD
	2.2. Acknowledge receipt of complete documents through email	None	1 minute	<i>Science Research Specialist I</i> TSD
	TOTAL	None	6 minutes	

3. Processing of Submission of Nominations for the Order of National Scientist

Service Information: The NAST receives and processes nominations for the conferment of the Order of National Scientist by the President of the Republic of the Philippines. The award is the highest honor given to a Filipino man or woman of science. Nominees should receive 70 percent of the total votes of the full membership of the Academy before being recommended to the President of the country for the honor. The award was created pursuant to Presidential Decree No. 1003-A on December 16, 1976.



Office or Division:	Technical Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Outstanding scientists who are Filipino citizens residing in the Philippines who have made exemplary contributions to science and technology and have advanced the cause of science and technology in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Nomination form signed by at least three (3) NAST members. The nomination form is available to NAST members only upon request.		NAST (send request to awards@nast.dost.gov.ph)		
2. Five (5) important published works, patents, and/or papers published in internationally recognized peer reviewed journals		Nominee		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure nomination form from NAST by sending email to awards@nast.dost.gov.ph	1. Send nomination form to requesting person	None	1 minutes	Senior Science Research Specialist TSD
2. Submit online the accomplished form together with all the requirements on or before the last working day of November of every year through https://recognition.nast.dost.gov.ph/index.ph	2.1 Review the completeness of the documents submitted	None	5 minutes	Senior Science Research Specialist TSD
	2.2. Acknowledge receipt of complete documents through email	None	1 minute	Science Research Specialist I TSD
	TOTAL	None	7 minutes	

4. Conferment of the Scientist Rank under the Scientific Career System

Service Information: The Scientific Career System is a system of recruitment, career progression, recognition and reward of scientific personnel in the public service as a means of developing of pool of highly qualified career scientists. The Civil Service Commission (CSC) and the Department of Science and Technology (DOST) jointly implement the System. The System is now being administered by the National Academy of Science and Technology as per DOST A.O. 006 Series of 2012.

The Scientific Career System shall apply to scientific personnel and full time researchers with master's degree and/or doctoral degree in the natural sciences, engineering and technology, medical sciences,



agricultural sciences, selected fields of social sciences, and other related disciplines as determined by the Scientific Career Council (SCC).

Office or Division:	Technical Services Division	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government Employees	
Who may avail:	Filipino scientist/researchers in the government service	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished SCS Form No. 01 duly signed by the agency head	Form available at the NAST-SCS website (www.nast.dost.gov.ph)	
2. Full Curriculum Vitae (original) with initial on each page and signature on the last page	Applicant	
3. Description of position and functions duly certified by the authorized official including organizational chart of the office/division showing position of the said nominee (original)	Applicant	
4. Description/function of the unit where the applicant belongs (original)	Applicant	
5. Photocopies of Clearances from NBI, CSC, Office of the Ombudsman, Office of the Sandiganbayan, and disciplinary boards of the nominee's agency	National Bureau of Investigation Civil Service Commission Office of the Ombudsman Office of the Sandiganbayan Disciplinary Boards of the nominee's agency	
6. Photocopies of MS/PhD diploma	Applicant	
7. Photocopies of CSC eligibilities	Civil Service Commission	
8. Report of ratings of agency's SCEC signed by the agency head (original)	Department or agency where the applicant is currently employed	
9. Endorsement letter from the head of the department/agency (original)	Department or agency where the applicant is currently employed	
10. Recommended scientist rank (original)	Department or agency where the applicant is currently employed	
11. Certification that the agency has sufficient funds to pay for salary differentials of its nominees (original)	Department or agency where the applicant is currently employed	
12. Certification from the head of the agency on the R&D works and activities being undertaken by the nominee (original copy)	Department or agency where the applicant is currently employed	
13. Scanned documents and proofs in PDF to support technical outputs of actual R&D work and results of services documented in the last 10 years preceding the year of application (e.g. journal articles, technology registration certificates, proof of awards, certificate of paper presentation. etc.)	Applicant	
14. Certification of the number of years of teaching experience in graduate courses, training courses conducted for researchers/technologist in research labs of the government/private institutions; thesis advisee graduated/specialty board passed (when applicable)	College/university where the applicant earned the experience	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit seven (7) complete sets of applications to NAST <ul style="list-style-type: none"> • 1 complete set of required documents (original/ photocopy) as indicated in the checklist • 6 photocopies of all required documents 	.1 Acknowledge receipt of applications	None	1 working day	<i>Project SRS II and SRS I</i> TSD
	1.2 Prepare agenda and coordinate meeting of the Scientific Career Council-Special Technical Committee (SCS-STC)	None	3 working days	SRS I TSD
	1.3 Evaluate applicant scientist	None	10 working days	SRS I TSD
	1.4 Prepare recommendations, citations, resolutions, and appointment letters	None	2 working days	SRS II TSD
	1.5 Hold meeting of the Scientific Career Council (SCC) to deliberate on the recommendations	None	1 working day	SRS II, SRS I TSD SCC Office of the Director
	1.6 Notify result of application for admission and upgrading of applicant scientists	None	1 working day	SRS II TSD
	TOTAL	None	18 working days	

Note: The processing time excludes period between Agency Action No. 1.4 and 1.5 above where no activity takes place until the recommendations are deliberated by the Scientific Career Council during its meeting scheduled on second Friday of May and October of every year.



Finance and Administrative Division

Internal Service



1. Processing of Payroll

Service Information: Processing of salary and other benefits of NAST permanent personnel

Office or Division:	Finance and Administrative Division, Land Bank of the Philippines			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government Employees			
Who may avail:	All NAST employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (DTR) (2 original signed copies)		Download from the system (https://hrmis.nast.ph)		
2. Pass Slip (if there are official function or meetings attended outside of NAST) (2 original signed copies)		Download from the system (https://hrmis.nast.ph)		
3. Travel Order or Itinerary of Travel, if there are official travels (2 duplicate copies)		Employee Records Custodian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and signed requirements within five (5) days after the end of every month to the Finance and Administrative Division (FAD)	1.1 Receive complete requirements from employees	None	15 minutes	<i>Clerk III, Chief Administrative Officer</i> FAD
	1.2 Evaluate the submitted documents	None	2 working days	<i>Clerk III, Chief Administrative Officer</i> FAD
	1.3 Prepare payroll and forward to budget officer	None	1 working day	<i>Administrative Officer V</i> FAD
	1.4 Receive payroll, prepare Obligation Request Slip and forward to the Accountant	None	1 hour	<i>Administrative Officer II</i> FAD
	1.5 Receive payroll, prepare Disbursement Voucher and forward to the Adm. Officer V	None	1 hour	<i>Accountant III</i> FAD
	1.6 Receive payroll; prepare LDDAP-ADA, Payroll Register, SLIEE and ACIC	None	4 hours	<i>Administrative Officer V</i> FAD



	1.7 Forward to respective signatories	None	1 working day	<i>Administrative Officer V, FAD</i> <i>Accountant III, FAD</i> <i>Chief Administrative Officer, FAD</i> <i>Director IV, OD</i>
	1.8 Forward to Land Bank of the Philippines for processing	None	2 hours	<i>Administrative Officer V, FAD</i>
	1.9 Credit to bank account of personnel	None	2 days	<i>Account Officer, LBP</i>
	TOTAL	None	6 working days, 8 hours, 15 minutes	

2. Processing of Disbursement

Service Information: Processing of disbursement for settlement of obligations by Check or ADA

Office or Division:	Finance and Administrative Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens; G2B – Government to Business; G2G - Government to Government/Employees	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Travel Expenses (Local Travel)		
1. Approved Travel Order (1 original copy)	Office of the Director/NAST President, OD	
2. Duly approved Itinerary of Travel (1 original copy)	Requesting Person, TSD/FAD/OD Office of the Director/NAST President, OD	
3. Certificate of Appearance/Attendance (1 original copy)	Requesting Person, TSD/FAD/OD	
4. Paper/electronic tickets (bus, boat, plane, etc.) (1 original copy)	Requesting Person, TSD/FAD/OD	
5. Certification for the absolute necessity of expenses if it exceeds the prescribed rate per day (1 original copy)	Office of the Director/NAST President, OD	
6. Boarding pass if mode of transportation is by plane (1 original copy)	Requesting Person, TSD/FAD/OD	
7. Liquidation Report (if Cash Advance) (1 original copy)	Accountant III, FAD	
8. Reimbursement Expense Receipt (1 original copy)	Administrative Officer V, FAD	
9. Certificate of Travel Completed (1 original copy)	Requesting Person, TSD/FAD/OD Office of the Director/NAST President, OD	



10. Hotel or Lodging Bills with Official Receipts if claiming for expenses exceeding the prescribed rate per day (1 original copy)	Requesting Person, TSD/FAD/OD
11. Travel Report (1 original copy)	Requesting Person, TSD/FAD/OD
Travel Expenses (Foreign Travel)	
1. Approved Travel Order (1 original copy)	DOST/Office of the Republic of the Philippines
2. Duly approved Itinerary of Travel (1 original copy)	Requesting Person, TSD/FAD/OD Office of the Director/NAST President, OD
3. Letter of invitation of host/sponsoring country/agency/organization (1 original copy)	Requesting Person, TSD/FAD/OD
4. For plane fare, quotations of three travel agencies or its equivalent (1 original copy)	Requesting Person, TSD/FAD/OD
5. Flight itinerary issued by the airline/ticketing office/travel agency (1 original copy)	Requesting Person, TSD/FAD/OD
6. Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed	Requesting Person, TSD/FAD/OD
7. Document to show the dollar to peso exchange rate at the date of grant of cash advance (1 original copy)	Requesting Person, TSD/FAD/OD
8. Where applicable, authority from the OP to claim representation expenses (1 original copy)	Office of the President, Malacanang
9. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books	Accountant III, FAD
10. Certificate of appearance	Requesting Person, TSD/FAD/OD
11. Certificate of Travel Completed (1 original copy)	Requesting Person, TSD/FAD/OD Office of the Director/NAST President, OD
12. Hotel or Lodging Bills with Official Receipts if claiming for expenses exceeding the prescribed rate per day (1 original copy)	Requesting Person, TSD/FAD/OD
13. Paper/electronic tickets (1 original copy)	Requesting Person, TSD/FAD/OD
14. Travel Report (1 original copy)	Requesting Person, TSD/FAD/OD
Communication Expenses	
1. Statement of Account or Bill (1 original copy)	Supplier of Services
2. Certification by Agency Head or his authorized representative that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Call are official calls (1 original copy)	Requesting Person, TSD/FAD/OD Office of the Director/NAST President, OD
3. Statement showing sharing of expenses between occupants of the building (1 original copy)	Requesting Person, TSD/FAD/OD
Utility Expenses	
1. Statement of Account or Bill (1 original copy)	Supplier of Services



2. Statement showing sharing of expenses between occupants of the building (1 original copy)		Requesting Person, TSD/FAD/OD		
Venue, food and room accommodation for seminars and trainings				
1. Statement of Account or Bill (1 original copy)		Supplier of Services		
2. Guest folio for room accommodation (1 original copy)		Supplier of Services		
3. Attendance Sheet (1 original copy)		Requesting Person, TSD/FAD/OD		
4. Signed Contract/Purchase Order and all the attachments (1 original copy)		Supplier of Services or Requesting Person, TSD/FAD/OD		
5. Post-activity Report/output (1 original copy)		Requesting Person, TSD/FAD/OD		
6. Certification that actual expenses are necessary for the conduct of the activity (1 original copy)		Office of the Director/NAST President, OD		
Repairs and Maintenance				
1. Statement of Account or Bill (1 original copy)		Supplier of Services Requesting Person, TSD/FAD/OD		
2. Inspection and Acceptance Report (1 original copy)		Administrative Officer I, FAD		
3. Report of Waste Material (1 original copy)		Administrative Officer I, FAD		
4. Signed Contract/Purchase Order and all the attachments (1 original copy)		Supplier of Services or Requesting Person, TSD/FAD/OD		
Supplies and Equipment				
1. Statement of Account, Sales Invoice or Bill (1 original copy)		Supplier of Services Requesting Person, TSD/FAD/OD		
2. Inspection and Acceptance Report (1 original copy)		Administrative Officer I, FAD		
3. Delivery Receipt (1 original copy)		Supplier of Services		
4. Signed Contract/Purchase Order and all the attachments (1 original copy)		Supplier of Services or Requesting Person, TSD/FAD/OD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Finance and Administrative Division (FAD)	1.1 Receive complete requirements (if incomplete, return to supplier/end user)	None	15 minutes	<i>Clerk III, Administrative Officer II FAD</i>
	1.2 Receive complete documents; check for validity and accuracy; prepare obligation request slip; and forward to the Accountant	None	3 working days	<i>Administrative Officer II FAD</i>
	1.3 Receive documents; confirm as to validity, accuracy and	None	3 working days	<i>Accountant III FAD</i>



	completeness; prepare DV; and forward to the Adm. Officer V			
	1.4 Receive documents; prepare LDDAP- ADA, SLIEE and ACIC	None	4 hours	<i>Administrative Officer V FAD</i>
	1.5 Forward to respective signatories	None	3 working days	<i>Administrative Officer V, FAD Accountant III, FAD Chief Administrative Officer, FAD Chief Science Research Specialist, TSD Director IV, OD President, NAST</i>
	1.6 Forward to Land Bank of the Philippines for processing	None	2 hours	<i>Administrative Officer V, FAD</i>
	1.7 Credit to bank account of supplier/claimant	None	2 days	<i>Account Officer, LBP</i>
	TOTAL	None	11 working days, 6 hours, 15 minutes	



3. Procurement Request for Goods, Consulting Services and Infrastructure through Public Bidding

Service Information: Requests by the NAST employees for procurement of Goods (supplies, materials and services), consulting services and infrastructure received by the Administrative Officer I (Supply Officer I) with approved budget for the contract (ABC) of more than P1 million or the amount prescribed under Republic Act 8194 or the Government Procurement Reform Act and its Implementing Rules and Regulations.

Office or Division:	Finance and Administrative Division, Land Bank of the Philippines			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government/Employees			
Who may avail:	All NAST employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Purchase Request (3 original copies)		FAD, NAST		
2. Approved Budget for the Contract including supporting documents (1 original copy)		Requesting Person, TSD/FAD/OD		
3. Technical Specification/scope of work/terms of reference (for Goods and Consulting Services) (1 original copy)		Requesting Person, TSD/FAD/OD		
4. Detailed Unit Price Analysis and drawings (for Infrastructure) (1 original copy)		Requesting Person, TSD/FAD/OD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and signed requirements to the Finance and Administrative Division (FAD)	1.1 Receive complete requirements	None	15 minutes	<i>Administrative Officer I</i> FAD
	1.2 Review documents submitted as to the requirements of the procurement project and/or technical specifications. If incomplete or with questions, return to the end user.	None	3 working days	<i>Administrative Officer I</i> FAD
	1.3 Prepare the bidding documents	None	1 working day	<i>Administrative Officer I (BAC Secretariat)</i> FAD
	1.4 Set and conduct bidding activities (from Pre-procurement conference to approval of Notice of Award)	None	Per Annex C-2016 IRR of RA 8194: 119 CDs (max) for goods and services	<i>Administrative Officer I (BAC Secretariat), BAC Members</i> FAD and TSD



			139 CDs (max) for Infrastructure	
	1.5 Issue NOA winning bidder	None	1 working day	<i>Administrative Officer I FAD</i>
	1.6 Prepare contract or purchase order and Notice to Proceed and forward to Adm. Officer II for obligation	None	1 working day	<i>Administrative Officer I FAD</i>
	1.7 Prepare Obligation Request (OBR) and forward to Accountant III	None	1 working day	<i>Administrative Officer II FAD</i>
	1.8 Prepare certification of availability of funds	None	1 working day	<i>Accountant III FAD</i>
	1.9 Forward to signatories for approval	None	5 working days	<i>Administrative Officer I, FAD Office of the Director/ President, NAST</i>
	1.10 Issue approved contract/PO and Notice to Proceed	None	1 working day	<i>Administrative Officer I FAD</i>
	TOTAL (except days for the conduct of bidding activities)	None	14 working days, 15 minutes	
	TOTAL (Bidding for goods/services)	None	119 CDs	
	TOTAL (Bidding for infrastructure)	None	139 CDs	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The Client Feedback forms can be accessed and accomplished through the following links:</p> <p>For NAST External Clients: https://forms.gle/FidpN1cjZ7fQqGNU7</p> <p>For Philippine Science Heritage Center https://mangosurvey.pshc.nast.ph/</p> <p>For NAST Internal Clients: Payroll: https://forms.gle/5cKJ2uuRVuW6qV9u6 Disbursement: https://forms.gle/EiBVF2qYKYz7MkFU8 Procurement: https://forms.gle/qRunsSBrAvRp4aFS6</p> <p>For any queries, clients may send email at secretariat@nast.dost.gov.ph or contact the Office of the Director thru the following telephone numbers: (02) 8838-7739; (02)8837-3170.</p>
How feedbacks are processed	<p>The OD verifies the nature of queries and feedback within one working day. The same will be referred to the division or person concerned via email. Upon receiving the reply from the concerned division or person, the client will be informed via email or phone call.</p> <p>For queries and follow-ups, clients may contact the Office of the Director thru the following telephone numbers: (02) 8838-7739; (02)8837-3170.</p>



<p>How to file a complaint</p>	<p>To file a complaint against NAST, provide the following details via email:</p> <ul style="list-style-type: none">• Full name and contact information of the complainant• Narrative of the complain• Evidences• Name of the person being complained <p>Send all complaints to secretariat@nast.dost.gov.ph.</p>
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	<p>For queries and follow-ups, clients may contact the Office of the Director thru the following telephone numbers: (02) 8838-7739; (02)8837-3170.</p>
How complaints are processed	<p>All complaints received by NAST will be processed by the NAST Grievance Committee (NAST-GC).</p> <p>The procedure for handling complaints:</p> <ol style="list-style-type: none">1. Complaints received will be evaluated and referred to concerned individual/ division;2. The concerned individual/division will submit to the NAST-GC the explanation within 3 working days from receipt of complaint;3. The NAST GC after receipt of the explanation may conduct further investigation, if needed;4. The NAST GC shall prepare a report for the Office of the Director and/or NAST President for appropriate action.5. The NAST-GC shall give the feedback or the action of NAST to the complainant via email. <p>The complainant will be informed of the action taken on his complaint within 2 working days after receipt of explanation of the concerned individual/division.</p> <p>For queries and follow-ups, clients may contact the Office of the Director thru the following telephone numbers: (02) 8838-7739; (02)8837-3170.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: 8888 pcc@malacanang.gov.ph</p> <p>CCB: 0908-881-6565 (SMS) email@contactcentermgbayan.gov.ph</p>



LIST OF OFFICES

Office	Address	Contact Information
Office of the Director (OD)	NAST, 3 rd Level Science Heritage Bldg., DOST Compound, Bicutan, Taguig City	(02) 8838-7739 (02) 8837-3170
Technical Services Division (TSD)	NAST, 3 rd Level Science Heritage Bldg., DOST Compound, Bicutan, Taguig City	(02) 8838-7739
Finance and Administrative Division (FAD)	NAST, 3 rd Level Science Heritage Bldg., DOST Compound, Bicutan, Taguig City	(02) 8838-7792



Client Feedback Form

How satisfied are you with the quality of the service provided?

Very Dissatisfied

Name

Age Group

18 to 24

25 to 30

31 to 40

41 to 50

51 to 60

61 and above

Gender

Female

Male

Prefer not to say

Office/Agency/Affiliation

Your answer

Address

Your answer

Region

Choose

Contact Number

Your answer

Are you a DOST member?

Yes, I am a member of the Philippine Science Heritage Center

Yes, I am a member of the Department of Science and Technology

Yes, I am a member of the National Scientist Office

Yes, I am a member of the National Scientist Office under the Scientific Career System

Visit to the Philippine Science Heritage Center

How responsive have we been to your questions or concerns about our services?

Very Dissatisfied

Very Dissatisfied

0

0

0

0

0

0

Very Satisfied

How satisfied are you with the quality of the service provided?

Very Dissatisfied

Very Dissatisfied

0

0

0

0

0

0

Very Satisfied

How would you rate the accessibility of the location and the adequacy of amenities at the Philippine Science Heritage Center?

Very Dissatisfied

Very Dissatisfied

0

0

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0

0

How would you rate the communication established between you and the staff in charge of your visit to the Philippine Science Heritage Center?

Very Dissatisfied

Very Dissatisfied

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Extremely Satisfied

How would you rate the value for money of the service we offer?

Excellent

0

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0

Excellent

Please read the following statements:

Strongly Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree

I am assured of the capability of the frontline staff to deliver the necessary service expected from him/her

0

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I am assured that there is honestly, justice and fairness from the frontline staff while dealing with clients.

0

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Overall Experience at NiST PH

Please let us know your overall experience in availing the services of the NiST PH.

General Rating

Poor

Poor

0

0

0

0

0

0

Outstanding

Comments/Suggestions

Your answer

Confirmation

By submitting this form, I certify that the information above is true and correct

Very Dissatisfied

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Very Satisfied