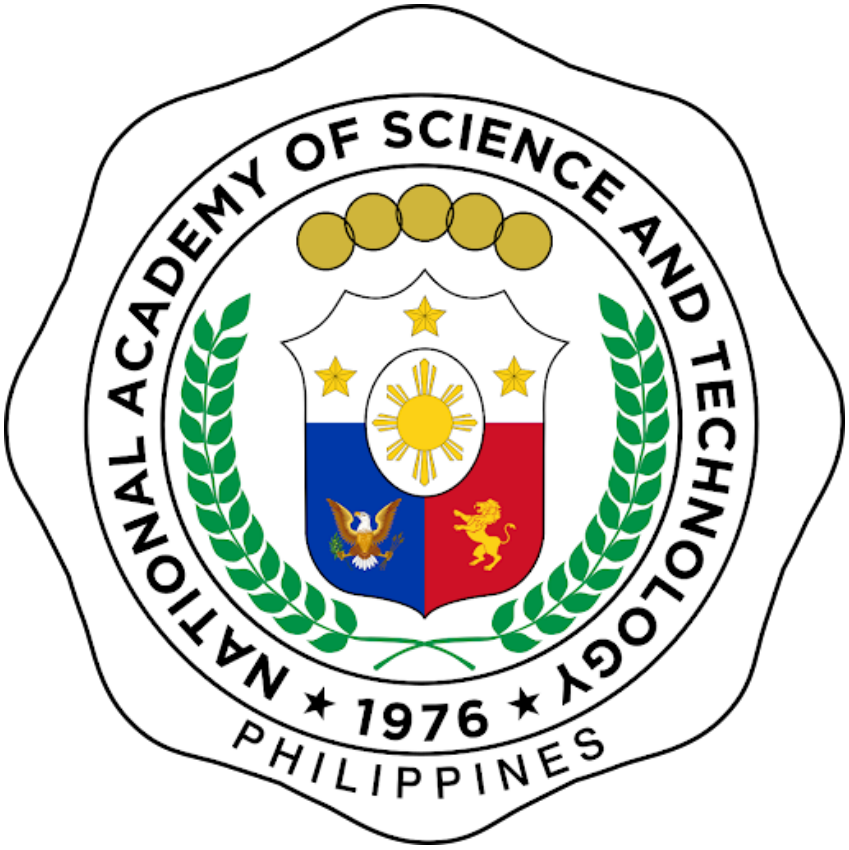
NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY

CITIZEN'S CHARTER

2025 (1st Edition)



NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY

CITIZEN'S CHARTER

2025 (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, s. 1982)

- To engage in projects and programs designed to recognize outstanding achievements in science and to promote scientific productivity (Executive Order No. 818, s. 1982)

- To embark on programs traditionally and internationally expected of an academy of science (Executive Order No. 818, s. 1982)

- To manage, operate and maintain the Philippine Science Heritage Center (Republic Act 9107)

- To provide technical and administrative support to the Scientific Career System (Executive Order No. 17, s. 2023)

II. Vision:

The NAST, Philippines is the country's lead adviser towards the advancement of a strong science, technology, and innovation (ST&I) ecosystem for a prosperous, equitable, and sustainable society.

III. Mission:

- To recognize outstanding achievements of Filipinos in Science, Technology and Innovation.

2. To provide authoritative and evidence-based advice to government and society, in general.

3. To promote a strong science culture in Philippine society; and

4. To facilitate collaboration with communities and institutions for scientific, technological, and innovative pursuits.

IV. Functions:

1. Recognition - Recognizes achievements in science, technology, engineering, and mathematics (STEM) and nurtures emerging scientific talents.

2. Advisory – Serves as the primary advisory body on national ST&I policy and related matters.

3. Scientific Collaboration / Linkages – Serves as a strategic partner in ST&I locally and globally.

4. Promotion – Serves as an effective STEM promoter that inspires public trust and engagement.

V. Core Values:

NAST is committed to promote and exemplify the values of Integrity and Excellence in pursuit of science in the interest of Philippine society and the global community.

VI. Service Pledge:

We, the officials and employees of NAST, pledge to serve the nation by upholding the highest standards of scientific integrity and excellence:

Nurture scientific thinking and curiosity in the nation;

Advance the careers of outstanding scientists and researchers;

Support creative ways to make science and technology more accessible to the public; and

Tackle the country's biggest challenges by providing evidence-based advice and solutions.

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Technical Services Division

External Service

1. **Facilitating the 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. Letter of reservation request		Send email to secretariat@nast.dost.gov.ph (cc: salinlahi@nast.dost.gov.ph)		
2. Signed waiver (for Saturday bookings only)		PSHC website (www.pshc.nast.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 • 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	30 minutes	*Science Research Specialist 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 2.2 Receive payment and issue Official Receipt	Entrance Fee P20.00/ person	30 minutes 5 minutes	*Science Research Specialist I* TSD *Administrative Officer V (Cashier)* FAD

3. View the exhibits and displays of the PSHC	3. Accompany visitors during the tour	None	30 minutes	*Science Research Specialist I* TSD
	TOTAL	**P20.00**	**1 Hour, 35 minutes**	
B. PSHC Virtual Tour				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit the PSHC Virtual Tour Website at https://virtual.pshc.nast.ph/museum/	N/A	None	N/A	Client
2. Take the tour	N/A	None	N/A	Client
3. Answer the online customer satisfaction survey at https://mangosurvey.pshc.nast.ph/	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 Scienttific 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
7. Intellectual Property – Industrial Design

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 Recognition Function page (recognition.nast.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	*Science Research Specialist I* TSD
	2.2. Acknowledge receipt of complete documents through email	None	1 minute	*Science Research Specialist 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**	**FEES 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, and recognition that awards scientist rank to qualified research personnel in the government service as a means of developing a pool of highly qualified and productive scientific personnel. The System is co-implemented by the Civil Service Commission (CSC) and the Department of Science and Technology (DOST), and now being administered by the NAST as per Executive Order No. 17, s. 2023.

The Scientific Career System shall apply to scientific personnel and full- time researchers with master's degrees and/or doctoral degrees in the biological sciences, mathematical and physical sciences, engineering sciences and technology, health sciences, agricultural sciences, and 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 • 1 complete set of required documents (original/ photo- copy) as indicated in the checklist • 6 photocopies of all required documents	.1 Acknowledge receipt of applications	None	30 minutes	SCS Secretariat TSD
	1.2 Prepare agenda and coordinate meeting of the Scientific Career Council-Special Technical Committee (SCS-STC)	None	1 working day	PTS IV and PTA IV TSD
	1.3 Evaluate applicant scientist	None	5 working days	All SCS Secretariat TSD
	1.4 Prepare recommendations, citations, resolutions, and appointment letters	None	2 working days	PTS IV and PTA IV TSD
	1.5 Organize the meeting of the Scientific Career Council (SCC) to deliberate on the recommendations	None	5 working days	PTS IV and PTA IV TSD SCC Office of the Director
	1.6 Notify result of application for admission and upgrading of applicant scientists	None	1 working day	PTS IV TSD
	TOTAL	**None**	**14 working days, 30 minutes**	

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 the third Friday of May and October of every year.*

Finance and Administrative Division

Internal Service

1. Processing of Payment of Salaries and Benefits of NAST personnel

Service Information: Processing of payment of salaries and other benefits of NAST personnel is one of the major functions and services of the Finance and Administrative Division. The payment of salaries and benefits of the NAST personnel both permanent and contract of service is in compliance to CSC, COA and DBM laws, rules and regulations and DOST Administrative Orders and Circulars.

	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)	Project Administrative Aide V HR staff

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 and evaluate as to completeness of the submitted requirements from employees	None	2 working hours	*Project Administrative Aide V, Chief Administrative Officer*
	1.3 Prepare payroll and forward to budget officer	None	1 working day	*Administrative Officer V*
	1.4 Receive payroll, prepare Obligation Request Slip and forward to the Accountant	None	3 working hours	*Administrative Officer IV*
	1.5 Receive payroll, prepare Disbursement Voucher and forward to the Admin. Officer V	None	3 working hours	*Accountant III*
	1.6 Receive payroll; prepare LDDAP- ADA, Payroll Register, SLIEE and ACIC	None	1 working day	*Administrative Officer V*
	1.7 Routing to respective signatories for approval	None	3 working days	*Administrative Officer V* *Accountant III* *Chief Administrative Officer* *Director IV, OD*
	1.8 Uploading and Crediting to accounts of personnel thru We Access	None	1 working hour	*Administrative Officer V* *Chief Administrative Officer*
	TOTAL	**None**	**6 working days, 1 working hour**	

2. Processing of Disbursement

Service Information: Processing of disbursement for payment of obligations by Check or LDDAP-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 Secretary
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 or Service Provider
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
Utility Expenses	
1. Statement of Account or Bill (1 original copy)	Supplier or Service Provider
2. Statement showing sharing of expenses between occupants of the building (1 original copy)	Requesting Person, TSD/FAD/OD

Claims of Benefits of Career Scientists for Foreign Travel expenses	
1. E-ticket / Boarding Pass (1 original copy)	Requesting person, Career Scientists
2. Certificate of appearance/attendance (1 original copy)	Requesting person, Career Scientists
3. Bills/Receipts (1 original)	Requesting person, Career Scientists
4. Itinerary of Travel (1 original)	Requesting person, Career Scientists
5. Narrative Report (1 original)	Requesting person, Career Scientists
6. Certificate of Travel Completed (1 original)	Requesting person, Career Scientists
7. Liquidation Report (1 original)	Requesting person, Career Scientists
8. Travel Order (1 original) an Travel Authority (1 original)	Requesting person, Career Scientists
9. Endorsement from the SCS Chairperson and Agency Head (1 original)	Requesting person, SCS staff, Career Scientists
10. Extended abstract of paper	Requesting person, Career Scientists
11. Copy of the invitation letter and acceptance by the organizer	Requesting person, Career Scientists
12. Copy of the Conference Program and brochure materials	Requesting person, Career Scientists
13. Copy of financial support in case with support from other organization	Requesting person, Career Scientists
14. UNDP rates and currency converter	Requesting person, Career Scientists
15. Presentation materials	Requesting person, Career Scientists
Reimbursement of Membership/Publication Fee of Career Scientists	
1. Duly endorsed Letter of Request (1 original copy)	Requesting person, Career Scientists
2. Official receipt/proof of payment (1) original copy	Requesting person, Career Scientists
3. Disbursement Voucher (1 original copy)	Accountant III
4. Bank Account details	Requesting person, Career Scientists

Claims of medical reimbursements of Academicians	
1. Official receipt/s / Invoice	Academicians
2. Medical prescription/s or Certificate	Academicians
3. Physician's request for Medical Procedure/Laboratory	Academicians
4. Payroll	Administrative Officer IV
5. Bank Account Details	Academicians
Gratuity of Academicians	
1. Payroll	Administrative Officer IV
2. Bank Account Details	Academicians
Honorarium of Academicians	
1. Payroll	Administrative Officer IV
2. NAST Administrative Order / Special Order	Chief Administrative Officer
3. Bank Account Details	Academicians
Venue, food and room accommodation for seminars and trainings	
1. Statement of Account or Bill (1 original copy)	Supplier or Service Provider, Requesting Person (end-user), TSD/FAD/OD
2. Guest folio for room accommodation (1 original copy)	Supplier or Service Provider, Requesting Person (end-user), TSD/FAD/OD
3. Attendance Sheet (1 original copy)	Requesting Person (end-user), TSD/FAD/OD
4. Signed Contract/Purchase Order and all the attachments (1 original copy)	Supplier or Service Provider or Requesting Person (end-user), 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 or Service Provider Requesting Person (end-user), TSD/FAD/OD
2. Inspection and Acceptance Report (1 original copy)	Supply and Property Unit, Administrative Officer I, Administrative Officer III, FAD
3. Report of Waste Material (1 original copy)	Supply and Property Unit, Administrative Officer I, Administrative Officer III, FAD
4. Signed Contract/Purchase Order and all the attachments (1 original copy)	Supplier or Service Provider or Requesting Person (end-user), TSD/FAD/OD

Supplies and Equipment	
1. Statement of Account, Sales Invoice or Bill (1 original copy)	Supplier or Service Provider Requesting Person (end-user), TSD/FAD/OD
1. Inspection and Acceptance Report (1 original copy)	Administrative Officer I, Administrative Officer III, FAD
3. Delivery Receipt (1 original copy)	Supplier or Service Provider
4. Signed Contract/Purchase Order and all the attachments (1 original copy)	Supplier or Service Provider or Requesting Person (end-user), 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	30 minutes	*Project Administrative Aide V, Administrative Officer IV* FAD
	1.2 Review complete documents; check for validity and accuracy; prepare obligation request slip; and forward to the Accountant	None	2 working days	*Administrative Officer IV* FAD
	1.3 Receive documents; confirm as to validity, accuracy and completeness; prepare DV; and forward to the Adm. Officer V	None	2 working days	*Accountant III* FAD
	1.4 Receive documents; prepare LDDAP- ADA, SLIEE and ACIC	None	30 minutes	*Administrative Officer V* FAD
	1.5 Forward / Routing to respective signatories for approval	None	2 working days	*Administrative Officer V,* FAD
				Accountant III, FAD
				Chief Administrative Officer, FAD
				Chief Science Research Specialist, TSD
				*Director IV, O*D President, NAST

	1.6 Forward to Land Bank of the Philippines for crediting to accounts of supplier/claimant	None	30 minutes	*Administrative Officer V,* FAD
	TOTAL	**None**	**7 working days, 30 minutes**	

2. Processing of Procurement Requirements 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 III (Supply Officer II) with approved budget for the contract (ABC) of more than P1 million or the amount prescribed under Republic Act 9184 or the Government Procurement Reform Act and its Implementing Rules and Regulations.

Office or Division:	Finance and Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government/Employees
Who may avail:	All NAST employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved PPMP or APP	Requesting Person (end-user), TSD/FAD/OD
2. Market Study/Cost Benefit Analysis	Requesting Person (end-user), TSD/FAD/OD
3. Accomplished Purchase Request (3 original copies) (for Goods) and Terms of Reference (3 original copies) (for Consulting Services)	Requesting Person (end-user), NAST
4. Approved Budget for the Contract including supporting documents (1 original copy)	Requesting Person (end-user), TSD/FAD/OD
3. Technical Specification/scope of work/terms of reference (for Goods and Consulting Services) (1 original copy)	Requesting Person (end-user), TSD/FAD/OD
4. Detailed Unit Price Analysis and drawings (for Infrastructure) (1 original copy)	Requesting Person (end-user), TSD/FAD/OD
5. Detailed Bill of Quantities (for Infrastructure) (1 original copy)	

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	1 working hour	*Project Administrative Aide V* FAD
	1.2 Review completeness of the 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	1 working day	*Administrative Officer III* FAD

	1.3 Preparation of the Bidding Schedule (in consultation with the BAC members)	None	1 working day	*Administrative Officer III (BAC Secretariat)* FAD
	1.4 Preparation of the bidding documents	None	1 working day	*Administrative Officer III (BAC Secretariat)* FAD
	1.5 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 139 CDs (max) for Infrastructure	*Administrative Officer III (BAC Secretariat), BAC Members* FAD and TSD
	1.6 Preparation and Issuance of NOA to winning bidder	None	2 working hours	*Administrative Officer III, BAC Chairperson* FAD
	1.7 Preparation of Contract or Purchase Order and Notice to Proceed and forward to Administrative Officer IV for obligation	None	1 working day	*Administrative Officer III,* FAD
	1.8 Preparation of Obligation Request (OBR) and forward to Accountant III	None	1 working day	*Administrative Officer IV* FAD
	1.9 Preparation and issuance of certification of availability of funds	None	2 working hours	*Accountant III* FAD
	1.10 Forward to signatories for approval	None	3 working days	*Administrative Officer III, Project Administrative Aide V, BAC Chairperson FAD* *Office of the Director/ President, NAST*

	1.11 Issuance of approved Contract/PO and Notice to Proceed to suppliers	None	1 working day	*Administrative Officer III FAD*
	TOTAL (except days for the conduct of bidding activities) **TOTAL (Bidding for goods/services)** **TOTAL (Bidding for infrastructure)**	**None** **None** **None**	**9 working days, 6 hours,** **119 CDs** **139 CDs**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	The Client Feedback forms can be accessed and accomplished through the following links: For NAST External Clients (Disbursement): https://bit.ly/4i2sFk0 (Recognition-Nominations for Outstanding Achievement in S&T and Nominations for the Order of National Scientist SCS-Admission and Upgrading for Conferment of Scientist Rank): https://surl.li/opodlj (Philippine Science Heritage Center-Facilitating the visit to the Philippine Science Heritage Center) https://mangosurvey.pshc.nast.ph/ - Students https://surl.li/fjffhs - Teachers/Coordinators For NAST Internal Clients: (Processing of Payment of Salaries and Benefits): https://bit.ly/4hU0qnp (Procurement): https://bit.ly4klOgoQ 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) 8247-9790 loc. 100.

How feedbacks are processed	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. For queries and follow-ups, clients may contact the Office of the Director thru the following telephone numbers: (02) 8247-9790 loc. 100.
How to file a complaint	To file a complaint against NAST, provide the following details via email: • Full name and contact information of the complainant • Narrative of the complain • Evidences • Name of the person being complained Send all complaints to secretariat@nast.dost.gov.ph.

	For queries and follow-ups, clients may contact the Office of the Director thru the following telephone numbers: (02) 8247-9790 loc. 100.
How complaints are processed	All complaints received by NAST will be processed by the NAST Grievance Committee (NAST-GC). The procedure for handling complaints: 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. 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. For queries and follow-ups, clients may contact the Office of the Director thru the following telephone numbers: (02) 8247-9790 loc. 100.
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: 8888 pcc@malacanang.gov.ph CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph

LIST OF OFFICES

Office	Address	Contact Information
Office of the Director (OD)	NAST, 3rd Level Science Heritage Bldg., DOST Compound, Bicutan, Taguig City	(02) 8247-9790 loc. 100 or 108
Technical Services Division (TSD)	NAST, 3rd Level Science Heritage Bldg., DOST Compound, Bicutan, Taguig City	(02) 8247-9790 loc. 102
Finance and Administrative Division (FAD)	NAST, 3rd Level Science Heritage Bldg., DOST Compound, Bicutan, Taguig City	(02) 8247-9790 loc. 103 or 112

CCSS-INTERNAL- Processing of Payment of Salaries and Benefits

Section 1 of 5

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Please take a few minutes to give us your feedback on your recently concluded transaction to help this office provide a better service. Personal information shared will be kept confidential.

This form is automatically collecting emails from all respondents. Change settings

Service Availed

Processing of Payment of Salaries and Benefits

Name: *

Short answer text

Email Address: *

Short answer text

Division: *

1. OD
2. FAD
3. TSD

Client Type: *

- ( ) Citizen
- ( ) Business
- ( ) Government (Employee or another agency)

Contact Number: *

Short answer text

Sex: *

- ( ) Male
- ( ) Female

Age: *

1. 20-30
2. 31-45
3. 46-55
4. 56-65

Region of residence: *

1. BARMM - Bangsamoro Autonomous Region in Muslim Mindanao
2. CAR - Cordillera Administrative Region
3. NCR - National Capital Region
4. Region I - Ilocos Region
5. Region II - Cagayan Valley Region
6. Region III - Central Luzon Region
7. Region IV-A-CALABARZON Region
8. Region IV-B - MIMAROPA Region
9. Region V - Bicol Region
10. Region VI - Western Visayas Region
11. Region VII - Central Visayas Region
12. Region VIII - Eastern Visayas Region
13. Region IX - Zamboanga Peninsula Region
14. Region X-Northern Mindanao Region
15. Region XI - Davao Region
16. Region XII-SOCCSKSARGEN Region
17. Region XIII - Caraga Administrative Region
18. Other

Date and Time of Inquiry:

Month, day, year

Time

Instructions:
Please read the following information carefully before proceeding. To continue to the form, you must agree to the terms outlined below.

Description (optional)

Please click this link *

- [ ] I Agree

INSTRUCTIONS: Choose the most appropriate option for each Citizen's Charter (CC) question by selecting your answer. The Citizen's Charter is an official document that details the services offered by a government agency or office, including requirements, fees, and processing times.

Description (optional)

CC1. Which of the following best describes your awareness of a CC? *

- ( ) I know what a CC is and I saw this office's CC
- ( ) I know what a CC is but I did NOT see this office's CC
- ( ) I learned of the CC only when I saw this office's CC
- ( ) I do not know what a CC is and I did not see one in this

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *

- ○ Easy to see
- ○ Somewhat easy to see
- ○ Difficult to see
- ○ Not visible at all
- ○ N/A

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? *

- ○ Helped very much
- ○ Somewhat helped
- ○ Did not help
- ○ N/A

INSTRUCTIONS: For SQD 0-8, please select the option that best corresponds to your answer by clicking on the radio button in the appropriate column.

Description (optional)

SQD0. I am fully satisfied with the services and processing of salaries and benefits. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD1. The office was responsive to my queries/concerns regarding salary computation, crediting of salary to account, and payslip. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD2. I was satisfied with the reliability of the office in providing the services needed. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD3. The location is accessible and convenient, and amenities are adequate. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD4. The process of communication is clear and efficient. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD5. I am satisfied with the cost-effectiveness of the services provided. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD6. The office staff processed and delivered the services with honesty, fairness and trustworthiness. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD7. The office staff demonstrated knowledge, capability, courtesy, helpfulness, promptness, and a positive attitude in performing their duties. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD8. I am satisfied with the results and intended outcomes in the completion of services and transactions. *

- STRONGLY AGREE
- AGREE
- NEITHER AGREE OR DISAGREE
- DISAGREE
- STRONGLY DISAGREE
- NOT APPLICABLE

Suggestions on how we can further improve our services: *

Short answer text

CCSS-Internal Procurement

HELP US SERVE YOU BETTER!

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This form is automatically collecting emails from all respondents. Change settings

Service Availed

Processing of Procurement Requirements for Goods, Consulting Services and Infrastructure

Name: *

Short answer text

Email Address: *

Short answer text

Division: *

1. OD
2. FAD
3. TSD

Client type: *

- ○ Citizen
- ○ Business
- ○ Government (Employee or another agency)

Contact Number: *

Short answer text

Sex: *

- ○ Male
- ○ Female

Age: *

1. 20-30
2. 31-45
3. 46-55
4. 56-65

Region of residence: *

1. BARMM - Bangsamoro Autonomous Region in Muslim Mindanao
2. CAR - Cordillera Administrative Region
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14. Region X-Northern Mindanao Region
15. Region XI - Davao Region

16. Region XII-SOCCSKSARGEN Region

17. Region XIII - Caraga Administrative Region

18. Other

Date and Time of Inquiry:

Month, day, year

Time

Instructions:
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Description (optional)

Please click this link *

I Agree

INSTRUCTIONS: Choose the most appropriate option for each Citizen's Charter (CC) question by selecting your answer. The Citizen's Charter is an official document that details the services offered by a government agency or office, including requirements, fees, and processing times.

Description (optional)

CC1. Which of the following best describes your awareness of a CC? *

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- ○ I know what a CC is but I did NOT see this office's CC
- ○ I learned of the CC only when I saw this office's CC
- ○ I do not know what a CC is and I did not see one in this

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *

- ○ Easy to see
- ○ Somewhat easy to see
- ○ Difficult to see
- ○ Not visible at all
- ○ N/A

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? *

- ◯ Helped very much
- ◯ Somewhat helped
- ◯ Did not help
- ◯ N/A

INSTRUCTIONS: For SQD 0-8, please select the option that best corresponds to your answer by clicking on the radio button in the appropriate column.

Description (optional)

SQD0. I am fully satisfied with the services and procurement process: *

- ◯ STRONGLY AGREE
- ◯ AGREE
- ◯ NEITHER AGREE OR DISAGREE
- ◯ DISAGREE
- ◯ STRONGLY DISAGREE
- ◯ NOT APPLICABLE

SQD1. The office was responsive to my queries/concerns regarding procurement *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD2. I was satisfied with the reliability of the office in providing the procurement services needed: *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD3. The location is accessible and convenient, and amenities are adequate. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD4. The process of communication is clear and efficient. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD5. I am satisfied with the cost-effectiveness of the services provided. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD6. The office staff processed and delivered the procurement services with integrity and fairness: *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD7. The office staff demonstrated knowledge, capability, courtesy, helpfulness, promptness, and a positive attitude in performing their duties. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD8. I am satisfied with the results and intended outcomes in the completion of services and transactions. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

Suggestions on how we can further improve our services: *

Short answer text

Processing of Disbursement

HELP US SERVE YOU BETTER!

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Service Availed

Description (optional)

Processing of Disbursement *

1. Payment of awards, benefits/incentives/gratuity and honorarium of Academy Members
2. Claims of Benefits of Career Scientists
3. Reimbursement of Membership/ Publication Fee of Career Scientists
4. Payment of Suppliers

Name: *

Short answer text

Email Address: *

Short answer text

Office/Affiliation *

Short answer text

Client Type: *

- ○ Citizen
- ○ Business
- ○ Government (Employee or another agency)

Contact Number: *

Short answer text

Sex: *

- ○ Male
- ○ Female

Age: *

1. 20-30
2. 31-45
3. 46-55
4. 56-65
5. 66-75
6. 76 and above

Region of residence: *

1. BARMM - Bangsamoro Autonomous Region in Muslim Mindanao
2. CAR - Cordillera Administrative Region
3. NCR - National Capital Region
4. Region I - Ilocos Region
5. Region II - Cagayan Valley Region
6. Region III - Central Luzon Region
7. Region IV-A-CALABARZON Region
8. Region IV-B - MIMAROPA Region
9. Region V - Bicol Region
10. Region VI - Western Visayas Region
11. Region VII - Central Visayas Region
12. Region VIII - Eastern Visayas Region
13. Region IX - Zamboanga Peninsula Region
14. Region X-Northern Mindanao Region
15. Region XI - Davao Region
16. Region XII-SOCCSKSARGEN Region
17. Region XIII - Caraga Administrative Region
18. Other

Date and Time of Inquiry:

Month, day, year

Time

Instructions:
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Description (optional)

Please click this link *

- [ ] I Agree

INSTRUCTIONS: Choose the most appropriate option for each Citizen's Charter (CC) question by selecting your answer. The Citizen's Charter is an official document that details the services offered by a government agency or office, including requirements, fees, and processing times.

Description (optional)

CC1. Which of the following best describes your awareness of a CC? *

- ( ) I know what a CC is and I saw this office's CC
- ( ) I know what a CC is but I did NOT see this office's CC
- ( ) I learned of the CC only when I saw this office's CC
- ( ) I do not know what a CC is and I did not see one in this

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *

- ○ Easy to see
- ○ Somewhat easy to see
- ○ Difficult to see
- ○ Not visible at all
- ○ N/A

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? *

- ○ Helped very much
- ○ Somewhat helped
- ○ Did not help
- ○ N/A

INSTRUCTIONS: For SQD 0-8, please select the option that best corresponds to your answer by clicking on the radio button in the appropriate column.

Description (optional)

SQD0. I am fully satisfied with the services and what i needed from the government office/unit. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD1. The office was responsive to my queries/concerns. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD2. I was satisfied with the reliability of the office in providing the services needed. *

- ◯ STRONGLY AGREE
- ◯ AGREE
- ◯ NEITHER AGREE OR DISAGREE
- ◯ DISAGREE
- ◯ STRONGLY DISAGREE
- ◯ NOT APPLICABLE

SQD3. The location is accessible and convenient, and amenities are adequate. *

- ◯ STRONGLY AGREE
- ◯ AGREE
- ◯ NEITHER AGREE OR DISAGREE
- ◯ DISAGREE
- ◯ STRONGLY DISAGREE
- ◯ NOT APPLICABLE

SQD4. The process of communication is clear and efficient. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD5. I am satisfied with the cost-effectiveness of the services provided. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD6. The office staff processed and delivered the services with honesty, fairness and trustworthiness. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD7. The office staff demonstrated knowledge, capability, courtesy, helpfulness, promptness, and a positive attitude in performing their duties. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD8. I am satisfied with the results and intended outcomes in the completion of services and transactions. *

- STRONGLY AGREE
- AGREE
- NEITHER AGREE OR DISAGREE
- DISAGREE
- STRONGLY DISAGREE
- NOT APPLICABLE

Suggestions on how we can further improve our services: *

Short answer text

CCSS-PSHC (EXTERNAL)

HELP US SERVE YOU BETTER!

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Service Availed

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

Name: *

Short answer text

Email Address: *

Short answer text

Office/Affiliation *

Short answer text

Client Type: *

- ○ Citizen
- ○ Business
- ○ Government (Employee or another agency)

Contact Number: *

Short answer text

Sex: *

- ○ Male
- ○ Female

Age: *

1. 20-30
2. 31-45
3. 46-55
4. 56-65
5. 66-75
6. 76 and above

Region of residence: *

1. BARMM - Bangsamoro Autonomous Region in Muslim Mindanao
2. CAR - Cordillera Administrative Region
3. NCR - National Capital Region
4. Region I - Ilocos Region
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14. Region X-Northern Mindanao Region
15. Region XI - Davao Region
16. Region XII-SOCCSKSARGEN Region
17. Region XIII - Caraga Administrative Region
18. Other

Date and Time of Inquiry:

Month, day, year

Time

Instructions:
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Description (optional)

Please click this link *

- [ ] I Agree

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- ( ) I do not know what a CC is and I did not see one in this

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *

- ○ Easy to see
- ○ Somewhat easy to see
- ○ Difficult to see
- ○ Not visible at all
- ○ N/A

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? *

- ○ Helped very much
- ○ Somewhat helped
- ○ Did not help
- ○ N/A

INSTRUCTIONS: For SQD 0-8, please select the option that best corresponds to your answer by clicking on the radio button in the appropriate column.

Description (optional)

SQD0. I am fully satisfied with the services and what i needed from the government office/unit. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD1. The office was responsive to my queries and concerns regarding the entrance fee, content, and availability of the museum and reservation.

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD2. I was satisfied with the reliability of the office in providing the services needed. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD3. The location is accessible and convenient, and amenities are adequate. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD4. The process of communication is clear and efficient. *

- STRONGLY AGREE
- AGREE
- NEITHER AGREE OR DISAGREE
- DISAGREE
- STRONGLY DISAGREE
- NOT APPLICABLE

SQD5. I paid an acceptable amount or value for money of the services or transaction (if FREE indicate N/A). *

- STRONGLY AGREE
- AGREE
- NEITHER AGREE OR DISAGREE
- DISAGREE
- STRONGLY DISAGREE
- NOT APPLICABLE

SQD6. The office staff processed and delivered the services with honesty, fairness and trustworthiness. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD7. The office staff demonstrated knowledge, capability, courtesy, helpfulness, promptness, and a positive attitude in performing their duties. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD8. I am satisfied with the results and intended outcomes in the completion of services and transactions. *

- STRONGLY AGREE
- AGREE
- NEITHER AGREE OR DISAGREE
- DISAGREE
- STRONGLY DISAGREE
- NOT APPLICABLE

Suggestions on how we can further improve our services: *

Short answer text

RECOG AND CSC (EXTERNAL)

HELP US SERVE YOU BETTER!

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Service Availed

Description (optional)

Question

1. Processing of Submission of Nominations for Outstanding Achievement in Science and Technology
2. Processing of Submission of Nominations for the Order of National Scientist
3. Conferment of the Scientist Rank under the Scientific Career System

Name: *

Short answer text

Email Address: *

Short answer text

Office/Affiliation *

Short answer text

Client Type: *

- ○ Citizen
- ○ Business
- ○ Government (Employee or another agency)

Contact Number: *

Short answer text

Sex: *

- ○ Male
- ○ Female

Age: *

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Region of residence: *

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4. Region I - Ilocos Region
5. Region II - Cagayan Valley Region
6. Region III - Central Luzon Region
7. Region IV-A-CALABARZON Region
8. Region IV-B - MIMAROPA Region
9. Region V - Bicol Region
10. Region VI - Western Visayas Region
11. Region VII - Central Visayas Region
12. Region VIII - Eastern Visayas Region
13. Region IX - Zamboanga Peninsula Region
14. Region X-Northern Mindanao Region
15. Region XI - Davao Region
16. Region XII-SOCCSKSARGEN Region
17. Region XIII - Caraga Administrative Region
18. Other

Date and Time of Inquiry:

Month, day, year

Time

Instructions:
Please read the following information carefully before proceeding. To continue to the form, you must agree to the terms outlined below.

Description (optional)

Please click this link *

- [ ] I Agree

INSTRUCTIONS: Choose the most appropriate option for each Citizen's Charter (CC) question by selecting your answer. The Citizen's Charter is an official document that details the services offered by a government agency or office, including requirements, fees, and processing times.

Description (optional)

CC1. Which of the following best describes your awareness of a CC? *

- ( ) I know what a CC is and I saw this office's CC
- ( ) I know what a CC is but I did NOT see this office's CC
- ( ) I learned of the CC only when I saw this office's CC
- ( ) I do not know what a CC is and I did not see one in this

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *

- ○ Easy to see
- ○ Somewhat easy to see
- ○ Difficult to see
- ○ Not visible at all
- ○ N/A

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? *

- ○ Helped very much
- ○ Somewhat helped
- ○ Did not help
- ○ N/A

INSTRUCTIONS: For SQD 0-8, please select the option that best corresponds to your answer by clicking on the radio button in the appropriate column.

Description (optional)

SQD0. I am fully satisfied with the services and what i needed from the government office/unit. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD1. The office was responsive to my queries and concerns. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD2. I was satisfied with the reliability of the office in providing the services needed. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD3. The location is accessible and convenient, and amenities are adequate. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD4. The process of communication is clear and efficient. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD5. I paid an acceptable amount or value for money of the services or transaction (if FREE indicate N/A). *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD6. The office staff delivered the services with honesty, fairness and trustworthiness. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD7. The office staff demonstrated knowledge, capability, courtesy, helpfulness, promptness, and a positive attitude in performing their duties. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

SQD8. I am satisfied with the results and intended outcomes in the completion of services and transactions. *

- ○ STRONGLY AGREE
- ○ AGREE
- ○ NEITHER AGREE OR DISAGREE
- ○ DISAGREE
- ○ STRONGLY DISAGREE
- ○ NOT APPLICABLE

Suggestions on how we can further improve our services: *

Short answer text