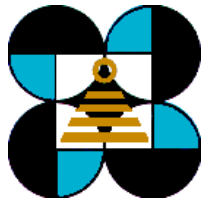


Department of Science and Technology
SCIENCE EDUCATION INSTITUTE

CITIZEN'S CHARTER

2019 Edition



I. Mandate

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

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

II. Vision

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

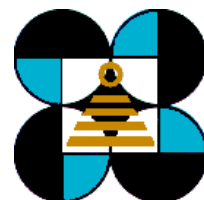
III. Mission

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

IV. Performance Pledge

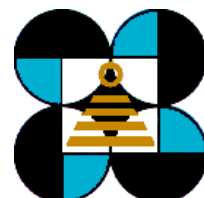
We, the employees of the **Science Education Institute (SEI)**, commit to:

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



V. List of Service

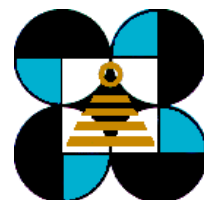
Name of Service	Page Number
1. DOST-SEI Undergraduate Scholarship Application	4
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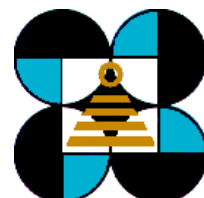
1. DOST-SEI Undergraduate Scholarship Application

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

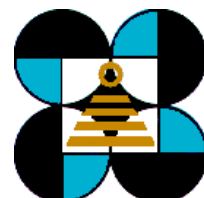
Office or Division	Science and Technology Scholarship Division		
Classification	Complex		
Type of Transaction:	G2C- Government to Citizen		
Who may Avail:	The applicants must be:	RA 7687 Scholarship	Merit Scholarship
	• Natural-born Filipino citizen;	✓	✓
	• poor, talented and deserving student who belongs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



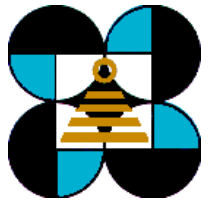
Checklist of Requirements			Where to Secure
The applicant must submit:	RA 7687 Scholarship	Merit Scholarship	
1. Fully accomplished DOST-SEI Undergraduate Scholarship Application Form (1 original)	✓	✓	1.1. Science 1.2. Education 1.3. Institute, SEI website at www.sei.dost.gov.ph , DOST Regional Offices or PSTCs
Checklist of Requirements	RA 7687 Scholarship	Merit Scholarship	Where to Secure
2. Form A - Personal Information	✓	✓	2. Form A of the Scholarship Application Form
3. Form B - Household Information Questionnaire with attachments	✓	x	3. Form B of the Scholarship Application Form
3.1. Assessment Form or Statement of Account for tuition fee paid. (If with scholarship or a voucher recipient, a certification from school or foundation indicating the name of scholarship and amount of grant) (1 photocopy)			3.1. School/ University where the applicant is currently studying
3.2. Electric Bills for 3 consecutive months (1 photocopy); and			3.2. Household electricity provider
3.3. Parent/s proof of income			
3.3.1. Parent/s latest Income Tax Return or W-2 (1 photocopy); or			3.3.1. Employers of the applicant's parents
3.3.2. Employment Contract for OFW (1 photocopy); or			3.3.2. Employers of the applicant's parents



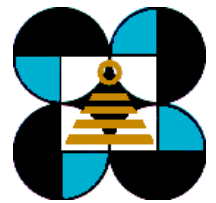
3.3.3. BIR Certification of Tax Exemption (1 photocopy); or			3.3.3. Bureau of Internal Revenue
3.3.4. Certificate of Indigency (1 photocopy)			3.3.4. Office of the Barangay Captain
4. Form C - Certificate of Good Moral Character	✓	✓	4. School/ University where the applicant is currently studying
5. Form D - Certification of Good Health	✓	✓	5. School/ University clinic where the applicant is currently studying or barangay clinic or hospitals
6. Form E1/E2 - Principal's Certification	✓	✓	6. School/ University where the applicant is currently studying
Checklist of Requirements	RA 7687 Scholarship	Merit Scholarship	Where to Secure
7. Form F - Certificate of Residency	✓	✓	7. Office of the Barangay Captain
8. Form G - Parent's Certification	✓	✓	8. Parents of applicant
9. Form H - Applicant's Certification	✓	✓	9. Applicant
10. Form I - Signed Declaration by Applicant and the Parents/Legal Guardian	✓	✓	10. Parent and applicant
11. Two recent 1"x1" pictures	✓	✓	11. Applicant's preferred photo center
12. Birth Certificate (1 photocopy)	✓	✓	12. Philippine Statistics Authority
13. Affidavit of Guardianship (if with legal guardian) (1 photocopy)	x	✓	13. Notary Public



Client Steps			Agency Action	Fees to be Paid	Processing Time (mins)	Responsible Person
Type of Client 1. Direct Filling: Single applications	(A) Applicants who used the online system, (B) person with disability, (C) pregnant women, (D) senior citizen (E) parent with kids (5 years old and below)	Walked-in Applicants				
STEP 1: Evaluation Area	Proceed to the designated Evaluation Area and submit the Application Form and other documentary requirements to the Evaluator for evaluation and scholarship categorization.	Proceed to the designated Evaluation Area and submit the Application Form and other documentary requirements to the Evaluator for evaluation and scholarship categorization.	Evaluate the veracity and completeness of the documents submitted.	none	5 mins	Evaluator
			<ul style="list-style-type: none"> - If complete: Indicate the scholarship program and issue a queue number and feedback form. 			



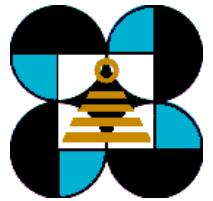
	<p>on.</p> <p><i>Filer Type A must show the confirmation email containing the Application Code.</i></p>		<p>Advise the applicant to proceed to the encoding/cashier/releasing of test permit area</p> <p>If incomplete: Return all documents submitted, mark in the checklist box the requirements to be complied with and advise the applicant to return on a specified date,</p> <p>If disqualified: Issue a notice of disqualification and return personal documents; keep accomplish</p>			
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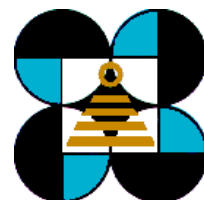
			hed applicatio n form for SEI file			
	Applicant categorized as Merit will proceed to the Accounting Unit to secure an Order of Payment Slip and pay the test fee of ₱200.00 at the Cashier Unit Applicants categorized as RA 7687 will skip this step.		Accounting Unit: Issue the Order of Payment Slip Cashier Unit: 1 Accept . the 2 payment . based on the Order of Payment Write the Official Receipt (OR) Number in the designated area in the application form and issue the OR.	₱200.0 0	5 mins	Accounting Staff and Cashier Staff
STEP 2: Encoding Area	When your cue number is called:	When your cue number is called:	For clients with Filer Type B, C, D and E,	none	10 - 30 mins	For Filer Types B, C, D and E: Encoder



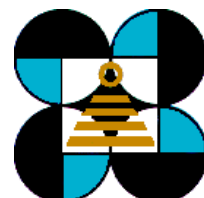
	<p>Filer Types B,C,D,E will proceed to the designated area and will submit their brown envelope containing their application form and documents. Their data will be encoded in the database.</p> <p>Filer Type A will skip this step.</p>	<p>Applicant with smart phone:</p> <ul style="list-style-type: none"> ● Open wifi connection and ● connect to the dedicated ● hotspot for scholarship application. Input your application information in the appropriate fields <p>Copy the assigned Application Code on the upper right-hand corner of the Application Form</p> <p>Applicant without a smartphone</p>	<p>encode their information in the database.</p> <p>For walked-in clients: Supervise the applicant's encoding of information</p>		<p>For walked-in Applicants: Applicants</p>
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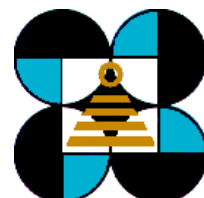
		<ul style="list-style-type: none"> • Use any of the provided kiosks to encode the required information. Copy the assigned Application Code on the upper right-hand corner of the Application Form. 				
STEP 3: Releasing of Test Permit	<p>When your cue number is called:</p> <p>Proceed to the designated area and submit the Application Form and other supporting documents. Wait for the issuance of the Test Permit and submit the accomplished Feedback Form</p>	<p>Validate the encoded information against the actual submitted documents. Release the Test Permit and Primer.</p>	none	5	Validator	
				Total:	45 mins	
Type of Client 2. Direct Filling: Bulk applications	Application form printed from the online system	Application Forms that are not encoded				



STEP 1	The school coordinator submit the application form and test fees to the staff	<p>Evaluate the documents: If the applicants did not use the online platform, return the application forms and test fees (if applicable), and advise them to encode it first before submitting it again.</p> <p>If the applicants used the online application system:</p>	none	<p>50 or less applications = 2 working days</p> <p>More than 50 applications = 3-4 working days</p>	Evaluator
		<ul style="list-style-type: none"> ● Acknowledge ● receipt of the documents and ● test fees ● Schedule a date for pick-up of the test ● permits and Primers <p>Evaluate accuracy of information and completeness of documents. If with incomplete requirements, notify the School Coordinator of the lacking documents</p> <p>Generate Test Permit</p> <p>Prepare transmittal of Test Permit and Primer</p>			



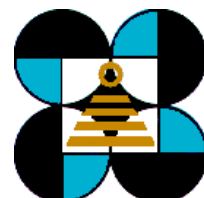
STEP 2	Receive the Test Permit and Primer	<ul style="list-style-type: none"> Release the Test Permit and Primer 			
Total:				4 working days	
Type of Client 3. Mailed applications: Individual/Bulk applications					
STEP 1	Mail the application form and other requirements	<ul style="list-style-type: none"> Evaluate the documents For Merit applications, transmit test fee to Cashier and get official receipt; if there is no test fee, indicate in the test permit "TO PAY" If requirements are complete, encode applicant's information in the database, print test permit and prepare it with primer (and official receipt) for mailing to the applicant If requirements are incomplete, indicate in the test permit the lacking requirements to be submitted on the day of 	none	5 mins per application	Evaluator



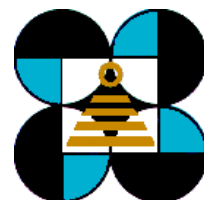
		<p>examination. Prepare permit and Primer for mailing If applicant is disqualified, issue a notice of disqualification and return personal documents; keep accomplished application form for SEI file</p>			
		<ul style="list-style-type: none"> • Prepare mailing list and forward with the test permits and copies of the Primer to the Records Unit for mailing 	none	5 - 10 mins	Encoder
		<ul style="list-style-type: none"> • Mail test permit, official receipt and Primer to the applicant's residence/school 	none	7 - 10 days	Records Unit Staff
STEP 2	Receive the Test Permit and Primer				
Total:				10 days	

2. Monitoring of Scholarship Status

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



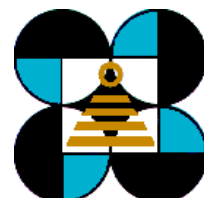
Office or Division:	S&T Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Ongoing DOST-SEI Scholars			
Checklist of Requirements			Where to Secure	
1. School Registration Form (1 photocopy) 2. Grades for the previous semester/term (1 certified true copy)			School/University where the scholar is currently enrolled in	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Submits the required documents to DOST-SEI	Evaluates the veracity of the documents submitted. If in order, instruct the scholar to encode in the Scholarship Information System (SIS) his/her grades for the previous semester/term and the subject that will be taken for the succeeding semester/term based on the documents submitted.	none	5 mins	Evaluator
2. Encodes his/her information in the Scholarship Information System	Verify the encoded information.	none	5 mins	Evaluator
	Evaluate the scholarship standing of the scholar and issue appropriate scholarship standing notice	none	10 - 25 mins	Evaluator
	If the scholar is in good standing and studies in private institution, prepare and issue a Letter for Enrollment	none	10 - 25 mins	Evaluator
3. Receive notice of academic standing and letter for enrollment (if applicable)				
Total:			1 hr	



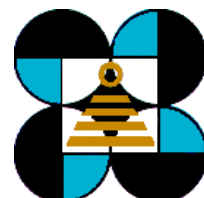
3. Processing of Financial Assistance of SEI-monitored Scholars

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

Office or Division:	S&T Scholarship Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	SEI-monitored scholars			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Submitted School Registration Form (1 photocopy) 2. Submitted Grades for the previous semester/term (1 certified true copy) 3. Submitted Official Receipt for Tuition and Other School Fees (Original) or Billing Statements/ Statement of Accounts (1 original) 		School where the scholar is currently enrolled in		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
Submit the necessary documents	Consolidate the received documents from the whole week and submit the documents to the staff-in-charge of processing financial assistance	none	1 working day	Evaluator
	Prepare the payroll of scholars who are entitled to receive the financial assistance and Budget Utilization Request (BUR) Forward the same to the Budget Unit for processing	none	3 working days	Evaluator



	Certify the completeness and correctness of the supporting documents; certify the availability of allotment and prepare Disbursement Voucher for payment of transactions. Transmit the DV to STSD for processing.	none	1 working day	Budget Unit Staff
	STSD Chief sign the DV and forward to the Accounting Unit for processing	none	1 working day	STSD Chief
	Certify the completeness and correctness of the supporting documents and the availability of cash	none	1 working day	Accounting Staff
	Process the DV; forward copies of the DVs, ORS and corresponding supporting documents to the designated staff of the Office of the Director/ Chief FAD for approval	none	1 working day	Accounting Staff SEI Director
	Prepare the check	none	3 working days	Cashier Unit Staff
	Sign the check	none		FAD Chief and SEI Director
	If reimbursement: Deposit the check in the account of the scholar	none	1 working day	STSD Project Staff

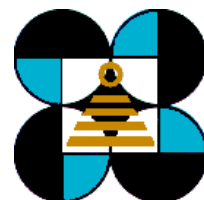


	If billed by the school/university: Deposit the check in the account of the school/university		
		Total:	11 working days

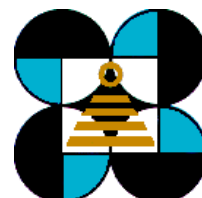
4. Processing of Transfer of Funds to DOST Regional Offices/Universities

The DOST-SEI conforms to the following schedule for the transfer of funds to the DOST Regional Offices and Universities for the implementation of the DOST-SEI scholarships.

Office or Division:	S&T Scholarship Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	DOST-Regional Offices, NSC member universities and members of the ERDT consortium, and University Core Groups			
Checklist of Requirements		Where to Secure		
1. Financial Report 2. Status Report of Ongoing Scholars 3. List of Scholars with Financial Breakdown		Respective offices		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
Submit the necessary documents	Consolidates the received documents from the whole week and submit the documents to the Financial Officer	none	1 working day	Evaluator
	Prepare the Sub-Line-Item-Budget and Budget Utilization Request (BUR)/Obligation Request and Status (ORS) Forward the same to the Budget Unit	none	3 working days	Evaluator



Certify the completeness and correctness of the supporting documents; certify the availability of allotment and prepare Disbursement Voucher for payment of transactions. Transmit the DV to STSD for processing.	none	1 working day	Budget Unit Staff
Chief STSD sign the DV and forward the same to the Accounting Unit for processing	none	1 working day	STSD Chief
Certify the completeness and correctness of the supporting documents; certify the availability of cash. Certify Availability of NCA and completeness of supporting documents	none	1 working day	Accounting Staff
Process the DV; forward copies of the DVs, ORS and corresponding supporting documents to the designated staff of the Office of the Director/ Chief FAD for approval	none	1 working day	Accounting Staff SEI Director
Prepare the check	none	3 working days	Cashier Unit Staff
Sign the check	none		FAD Chief and SEI Director
Deposit the check and advise the DOST-RO/ University Coordinator and Project Leaders regarding the availability of funds	none	1 working day	STSD Project Leaders
Total:		11 working days	

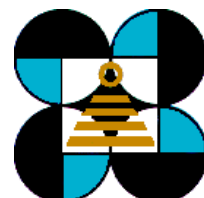


5. Processing of Clearance/Certification

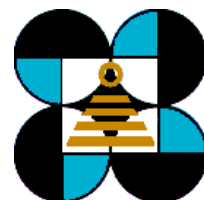
A scholar who will travel out of the country, be it a personal or an official travel, needs to secure a temporary clearance from the DOST-SEI. After finishing the service obligation or paying the financial obligation, a scholar can request for a final clearance to certify that he/she is already finished with his/her obligations with DOST-SEI.

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

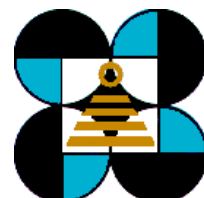
Office or Division:	S&T Scholarship Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	DOST-SEI Scholars with Financial/Service Obligation
Checklist of Requirements	Where to Secure
<p>A. Temporary Clearance</p> <ol style="list-style-type: none"> 1. Request Letter citing the details of 2. the travel (destination, duration of travel and purpose of travel) <ul style="list-style-type: none"> For travel out of the country for less than a year: <ol style="list-style-type: none"> 2.1 Official receipt of cash bond to be posted with SEI/DOST Regional Office for an amount equivalent to the financial assistance received plus 12% interest (1 photocopy); OR 2.2 Notarized Deed of Undertaking to be executed with a Co-maker (1 original) and proof of capacity to pay of the Co-maker e.g. ITR, certificate of employment, service record, etc. (1 photocopy); OR 2.3 Guaranty letter from the employer wherein the return of the scholar-graduate to the Philippines is guaranteed and in case the latter fails to return, the company shall assume the financial obligation of the scholar-graduate to DOST-SEI (1 original). 	<p>Temporary Clearance:</p> <ol style="list-style-type: none"> 1. Scholar <ul style="list-style-type: none"> 2.1. SEI/DOST Regional Office 2.2. DOU from www.sei.dost.gov.ph; Co-maker's proof of income - Co-maker's employer 2.3. Sending institution



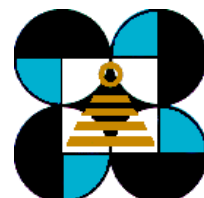
<p>3. For travel out of the country for a year or longer:</p> <p>3.1 Surety bond to be posted with GSIS for an amount equivalent to the financial assistance received plus 12% interest (1 original); must execute a supplemental agreement with SEI which shall serve as supporting document for the surety bond (4 originals); OR Official receipt of cash bond with SEI (1 photocopy)</p> <p>3.2.1. Full amount</p> <p>3.2.2. Installment over a period of 1 year</p>		<p>3.1. Government Service Insurance System</p> <p>3.2. SEI</p>		
<p>B. Final Clearance</p> <p>1. Diploma (1 photocopy)</p> <p>2. Transcript of Records (1 photocopy)</p> <p>3. Certificate/s of Employment or Service</p> <p>4. Record/s covering the period for service obligation (1 photocopy)</p> <p>Official receipt/s for refund of financial assistance received and the 12% interest (1 photocopy)</p>		<p>1. School/University where the scholar graduated from</p> <p>2. School/University where the scholar graduated from</p> <p>3. Company where the scholar is employed</p> <p>4. SEI Cashier</p>		
<p>C. Other Certifications</p> <p>1. Request Letter</p>		<p>1. Scholar</p>		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
<p>Walked-in Clients</p> <p>1. Fill-out the form and submits the required documents to DOST-SEI</p>	<p>1.1. Tags documents with dated receipt</p> <p>1.2. Verify the scholar's record and status</p> <p>1.3. Review/evaluate form and endorse request to the next person-in-charge</p>	<p>none</p>	<p>5 mins</p>	<p>Receiving Officer</p>



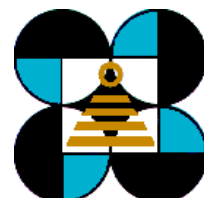
	<p>1.4. Evaluate Documents</p> <p>If with complete requirements, process the request for:</p> <ul style="list-style-type: none"> • Local Employment • Temporary Clearance for Travel Abroad • Final Clearance • Computation of scholarship benefits • Certification as DOST Scholar <p>1.5. Encode/print clearance/certificate and transmit the same to the Division Chief for further validation</p>	none	2 - 3 working days	Evaluator
2. Communicates with the office regarding the availability of the clearance/certification	2.1. Check with the Document Tracker System regarding the availability of the clearance/certification. If available, advise the scholar to pick-up the document	none	5 mins	Phone Officer



3. Receive the clearance/certification	3.1. Stamp the clearance/certification with SEI dry seal. 3.2. Request the scholar to sign the receiving copy. 3.3. Release the clearance/certification.	none	5 mins	Releasing Officer
Total:			3 days and 15 mins	
Clients who emailed their requests	1.1. Tags documents with dated receipt	none	5 mins	Phone Officer
1. The scholar will send the advance copy of their documents to seischolarshipclearance@gmail.com After sending the document, the scholar will call the office to verify that the document has been received.	1.2. Advice the scholar to call again after 3 working days to verify the availability of the clearance/certification 1.3. Verify the scholar's record and status 1.4. Review/evaluate form and endorse request to the next person-in-charge			



	<p>1.5. Evaluate Documents</p> <p>If with complete requirements, process the request for:</p> <ul style="list-style-type: none"> • Local Employment • Temporary Clearance for Travel Abroad • Final Clearance • Computation of scholarship benefits • Certification as DOST Scholar <p>1.6. Encode/print clearance/certificate and transmit the same to the Division Chief for further validation</p>	none	2 - 3 working days	Evaluator
2. The scholar communicates with the office regarding the availability of the requested document	2.1. Check with the Document Tracker System regarding the availability of the clearance/certification. If available, advise the scholar to pick-up the document	none	5 mins	Phone Officer

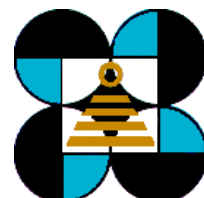


3. The scholar will bring the original documents and pick-up the requested document	3.1. Stamp the clearance/certification with SEI dry seal. 3.2. Request the scholar to sign the receiving copy. 3.3. Release the clearance/certification.	none	5 mins	Releasing Officer
Total:			3 days and 15 mins	

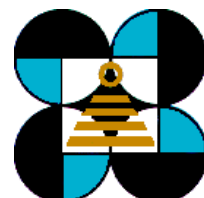
6. Processing of Graduate Scholarship Application

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

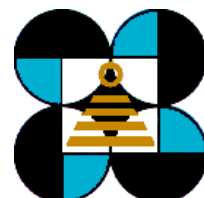
Office or Division:	Science Education Institute-S&T Scholarship Division (SEI-STSD)	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may Avail:	<ul style="list-style-type: none"> - Filipino citizen; - not be more than 45 years old at the time of application; - in good health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



3. Accomplished Application Form (1 Original)		SEI Website (Download Section), Graduate Scholarship consortia member-university Offices		
4. Birth Certificate (1 Photocopy)		PSA Office		
5. Official Transcript of Records (1 Certified True Copy)		School or University where the applicant completed his/her BS or MS degree		
6. Endorsement from two former professors (1 Original)		Professors in college for applicant pursuing an MS program or Professors in the MS program for applicant pursuing a PhD program		
7. If Employed	7.1 Recommendation Letter (1 Original)	Head of Agency where the applicant is currently employed		
	7.2 Permission to take a leave of absence (LOA) while on scholarship (1 Original)	Agency/Institution/Employer where the applicant is currently employed		
8. Medical Certificate as to health status (1 Original)		Licensed physician with his/her PRC license number indicated		
9. Valid NBI Clearance (1 Original)		National Bureau of Investigation Main/Satellite Office		
10. Letter of Admission which should include the evaluation sheet (1 Photocopy)		Program Head of the accepting institution		
11. Approved Program of Study (1 Photocopy)		Program Adviser in the Graduate Scholarship consortia member-university where the applicant intends to enroll		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Endorses the list of potential qualifiers together with the accomplished application forms and documentary requirements	1.1 Further review of the accomplished application forms and the documentary requirements	N/A	3 minutes (per record)	SEI Project Staff at SEI-STSD
	1.2 Prepare master list of potential qualifiers	N/A	10 minutes (per endorsement)	
	1.3 Verify if the applicant is a DOST scholar-graduate	N/A	1 minute (per record)	



	1.4 Edit correction/s in the master list	N/A	10 minutes (per endorsement)	
	1.5 Finalized master list of potential qualifiers and prepare memoranda to be signed by the SEI Director for endorsement to the Office of the Undersecretary for S&T Services for recommendation and subsequently endorse to the Office of the DOST Secretary for approval	N/A	1 working day	
	1.6 DOST Officials review and approved the endorsed official list of qualifiers and release the same to SEI	N/A	2-3 working days	Officials and Staff at the Office of the Undersecretary for S&T Services and Office of the DOST Secretary
2. Receives approved list of qualifiers	2.1 Prepare transmittal of Official List of Qualifiers to the Project Leader/Director of the concerned Graduate Scholarship consortia member-university/ies	N/A	1-2 working day/s	SEI Project Staff at SEI-STSD
	2.2 Issue Notice of Award to qualifiers	N/A	1-2 working day/s	
	Total:		15 working days	

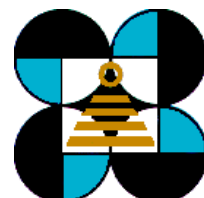


7. Science Explorer and nuLab Mobile Science Laboratory

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

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

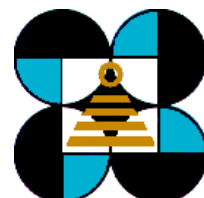
Office or Division:	S&T Manpower Education Research and Promotions Division / Promotions Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Public Schools (Elementary - Senior High School Students)			
Checklist of Requirements		Where to Secure		
Request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



8. Teacher Training

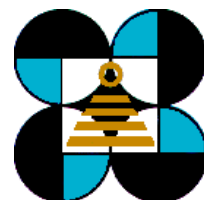
Conduct of specialized training programs and innovative delivery modes of teaching and learning in science and mathematics education.

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

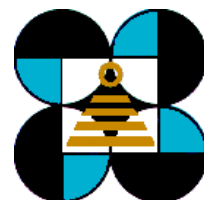


VI. Feedback and Complaints

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



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



VII. List of Offices

Office	Address	Contact Information
Office of the Director	2 nd Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Trunk Line- 8837 2071 local 2400 Direct Line- 8837 1359
Finance and Administrative Division	1st Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Trunk Line- 8837 2071 local 2385 Direct Line- 8837 0749
Science and Technology Scholarship Division	2 nd Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Trunk Line- 8837 2071 local 2382 Direct Line- 8837 1333/88390083 Email: seischolarships@gmail.com
Science and Technology Manpower Education, Research and Promotion Division	1st Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Trunk Line- 8837 2071 local 2384 Direct Line- 8837 1925
Science Education and Innovations Division	2 nd Level Science Heritage Building DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Trunk Line- 8837 2071 local 2386 Direct Line- 8837 0057