


VERSION NO. 1	MANUAL TITLE SYSTEM OFFICE SERVICES MANUAL	DOCUMENT NO. SOM 6.0
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	SUPPORT TO CAMPUS OPERATIONS	EFFECTIVITY DATE DECEMBER 5, 2016
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1. OBJECTIVES

- 1.1. To provide the Office of the Executive Director (OED) a standard process and clear guideline in dealing with request for information, or request for action from its stakeholders.
- 1.2. To ensure that the submission of reports conform to the reportorial requirements of requesting stakeholders.
- 1.3. To warrant the accurate and timely submission of information and/ or reports requested by stakeholders.
- 1.4. To ensure that all request for action are properly acted upon in a timely manner.

2. SCOPE

This procedure covers the following:

- a) Requests for Action/ Endorsement to DOST-OSEC/ Information/ Reports and Records addressed to the Office of the Executive Director;
- b) Requests of the OED addressed to PSHS Campuses for records, information and reports.


This procedure excludes the submission of mandatory or standard periodic reports required by the DOST and the DBM, pertaining to budget reports and performance monitoring.

3. POLICIES

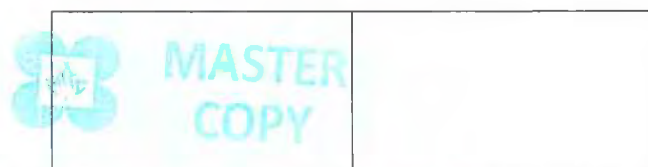
3.1. General Policies


- 3.1.1. Pursuant to RA 6713 Section 5 (a) all public officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public. The reply must contain the action taken on the request.
- 3.1.2. All requests for information shall be writing explaining the purpose and use of such information.



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- 3.1.3. Where applicable, request for information/ reports received by the OED shall be immediately relayed to concerned campuses/ offices, with the following information:
- Submission deadline, including the deadline imposed by requesting party(ies);
 - Name and contact details of the receiving OED personnel to whom the report will be submitted;
 - Name of requesting government agency;
 - Purpose or use of the requested report;
 - Formatting requirement or submission template, if applicable; and
 - Special instructions and other pertinent information, if any.
- 3.1.4. Campuses shall be given reasonable time, without compromising the submission deadline imposed by requesting party(ies) to prepare and submit the requested reports to the OED.
- 3.1.5. Reports submitted by campuses/ offices shall have the following information:
- Date submitted;
 - Name and official position/ designation of the person who prepared the report;
 - Name and official position/ designation of the person who reviewed and recommended for approval or submission of the report, if applicable;
 - Name and signature of the Campus Director or duly designated Officer-in-Charge who approves the submission of the report.
- 3.1.6. The OED shall immediately inform concerned campuses/ offices of any corrections, or amendments on their submitted reports prior to final submission to requesting party(ies).
- 3.1.7. The OED Secretary shall maintain a log sheet of all request for information, and monitor the status of its accomplishment.



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3.2. Submission And Consolidation Of Requested Information

3.2.1. When systems-wide information/ report are requested, the OED shall relay this request by means of a memorandum, otherwise a written request or email to concerned campuses shall suffice.

3.3. Handling of Requests for Local and Foreign Travel Orders

3.3.1. Request for Local and Foreign TO shall conform with the Memorandum Order 71 Series of 2016: Reminders for Request for Local Travel, and Memorandum Order 72 Series of 2016: Clearance for Local and Foreign Travel Order Request.

3.3.2. All PSHS System personnel traveling outside their Regional Service Areas on official business are required to obtain a Travel Order from the OSEC before traveling.

3.3.3. All PSHS System personnel traveling abroad, regardless of their purpose of travel (i.e. whether personal or official business) are required to obtain a Travel Authority from the OSEC before traveling.

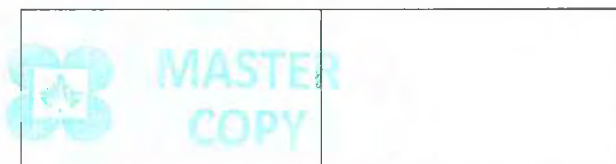
3.3.4. All request for Local and Foreign TO/ TA must be accompanied with complete supporting documents and submitted to the OED at least Ten (10) days from date travel for Local Travels, and Twenty (20) days for Foreign Travels. Incomplete documents shall not be processed.


3.3.5. Requests for Local and Foreign TO/ TA submitted to the OED outside the prescriptive period mentioned in 5.1.4. must be accompanied with a '*Justification*' letter addressed to the OSEC explaining the reason for late submission.

3.4. Handling of Request for Information from Public

3.4.1. All request for information from the general public shall be dealt according to the guidelines and procedures mandated by Executive Order No. 2 (Freedom of Information) and the DOST Freedom of Information Manual.

3.4.2. The OED shall designate a Freedom of Information (FOI) Receiving Officer or FRO. Preferably, the FRO shall come from the Public



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Assistance or Information Office or its equivalent; and shall hold office at a designated location at the OED.

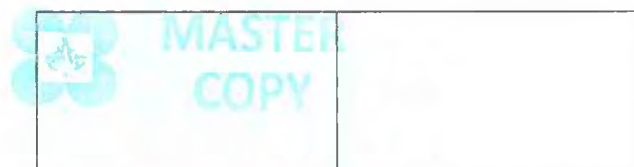
3.4.3. The functions of the FRO shall include the following:


- a) Receive, on behalf of the DEPARTMENT or any of its attached agencies, bureaus and offices, all requests for information;
- b) Forward the same to the appropriate office who has custody of the records; monitor all FOI requests and appeals;
- c) Provide assistance to the Decision Maker;
- d) Provide assistance and support to the public and staff with regard to FOI;
- e) Compile statistical information as required; and
- f) Conduct initial evaluation of the request.

3.4.4. The PSHS System shall regularly publish, print and disseminate at no cost to the public and in an accessible form, in conjunction with Republic Act No. 9485, or the Anti-Red Tape Act of 2007, and through their website timely, true, accurate and updated key information including, but not limited to:

- a) A description of its mandate, structure it delivers and the procedure and decision-making processes;
- b) A description of the frontline services it delivers and the procedure and length of time by which they may be availed of;
- c) The names of its key officials, their powers, functions and responsibilities, and their profiles and curriculum vitae;
- d) Work programs, development plans, investment plans, projects, performance targets and accomplishments, and budgets, revenue allotments and expenditures;
- e) Important rules and regulations, orders or decisions;
- f) Current and important database and statistics that it generates;
- g) Bidding processes and requirements; and
- h) Mechanisms or procedures by which the public may participate in or otherwise influence the formulation of policy or the exercise of its powers.


3.4.5. The PSHS System shall endeavor to translate key information into major Filipino languages and present them in popular form and means.



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- 3.4.6. The PSHS System shall create and/or maintain in appropriate formats, accurate and reasonably complete documentation or records, policies, transactions, decisions, resolutions, enactments, actions, procedures, operations, activities, communications and documents received or filed with them and the generated or collected.
- 3.4.7. While providing for access to information, the PSHS System shall afford full protection to a person's right to privacy, as follows:
- a) The PSHS System shall ensure that personal information, particularly sensitive personal information, in its custody or under its control is disclosed only as permitted by existing laws;
 - b) The PSHS System shall protect personal information in its custody or under its control by making reasonable security arrangements against unauthorized access, leaks or premature disclosure;
 - c) The FRO, FDM, or any employee or official who has access, whether authorized or unauthorized, to personal information in the custody of the the PSHS System, shall not disclose that information except as authorized by existing laws.
- 3.4.8. The request must be in writing, and shall state the name and contact information of the requesting party, as well as provide valid proof of identification or authorization.
- 3.4.9. The request shall reasonably describe the information requested, and the reason for, or purpose of, the request for information.
- 3.4.10. The request can be made through email, provided that the requesting party shall attach in the email a scanned copy of the FOI application request, and a copy of a duly recognized government ID with photo.
- 3.4.11. In case the requesting party is unable to make a written request, because of illiteracy or due to being a person with disability, he or she may make an oral request, and the FRO shall reduce it in writing

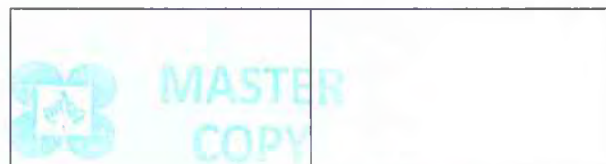



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4. PROCEDURES

4.1. Submission And Consolidation Of Requested Information

Responsibility	Activity
OED Secretary	1. Receives and logs request for information/ report, and prepares Routing Slip.
	2. Submits the Routing Slip together with the Request for Information/ Report to the Executive Director.
Executive Director	3. Gives transmittal instructions to the OED Secretary with all pertinent details found in Section 3.1.3 of this document.
	4. When applicable, Issues memo directing the submission of such documents/ reports/ etc
OED Secretary	5. Carries out the instructions of the ED and transmits the request for information to concerned campuses/ offices.
Division Heads/ Office Heads/Campus Director	6. Delegates the tasks to appropriate personnel for action.
Concerned Personnel	7. Prepares and submits the requested information/ reports to concerned Division/ Office Heads, or Campus Director for review and approval.
Division Heads/ Office Heads/Campus Director	8. Approves reports and submits to OED designated receiving personnel (Ref. section 3.1.3.b).

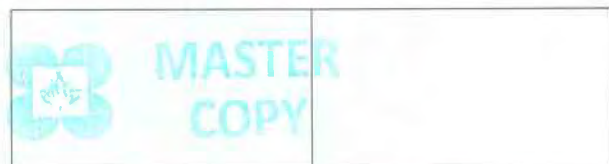



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Responsibility	Activity
OED Designated Personnel mentioned in section 3.1.3.b.	9. Collates and finalizes reports, and prepares cover letter for submission.
Executive Director	10. Approves the final report for submission to requesting party/ies. 11. Sends cover letter and information to requesting party/ies and logs the transmission.

4.2. Handling of Requests for Local and Foreign Travel Orders

Responsibility	Activity
Campuses/ OED Division Chiefs	1. Submits the prescribed TO/ TA form to the OED Secretary, duly endorsed by the Campus Director or by the OED-Division Chiefs, as the case may be.
OED Secretary	2. Receives the TO/ TA request and checks if required supporting documents are complete. 3. If documents are incomplete, immediately inform the requesting campus/ office of the required documents to be submitted. 4. Prepares a Routing Slip, submits the TO/ TA to the Executive Director for signing.
Executive Director	5. Signs the TO/ TA requests and endorses the same to the OSEC for approval.
OED Secretary	6. Receives and Logs the signed TO/ TA and its details in the DOST OSEC's Electronic Records Management System (ERMS), and endorses it to the DOST Administrative Assistant for processing.




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Responsibility	Activity
Administrative Assistant	7. Delivers the TO/ TA to DOST-OSEC office for approval of DOST Secretary.
DOST Secretary	8. Approves, Disapproves, or Remands the TO/ TA request.
Administrative Assistant	9. Picks-up the signed TO and endorses the same to the OED.
OED Secretary	10. Receives and assigns control numbers of approved TO. 11. Scans and sends it to concerned offices/ campuses. 12. Files the TO accordingly.

6.1. Handling of Request for Information from Public

Responsibility	Activity
OED Secretary (Designated FRO)	<ol style="list-style-type: none"> 1. Receives the request for information from the requesting party and checked for compliance of requirements. 2. Stamps '<i>Received by</i>' indicating the date and time of the receipt of the written request, and the name, rank, title and position of the public officer who actually received it, with a corresponding signature and a copy, furnished to the requesting party. 3. Prepares routing slip. 4. Conducts an initial evaluation of the contents of the request, and makes the appropriate endorsement to the ED, as follows: <ol style="list-style-type: none"> a) If the requested for information is received which requires to be complied with, by different



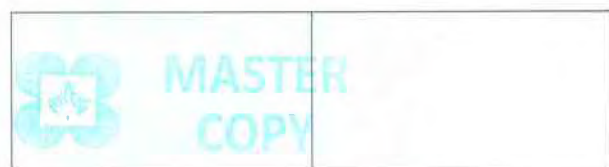
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Responsibility

Activity

campuses, attached agencies, bureaus and offices, the FRO shall seek the endorsement of the ED to forward such request to the said campus, attached agency, bureau and office concerned.

- b) If the requested information is not in the custody of the DEPARTMENT or any of its attached agencies, bureaus, and offices, following referral and discussions with the ED and concerned offices, the FRO shall seek the endorsement of the ED to undertake the following steps:
 - i. If the records requested refer to another department, the request will be immediately transferred to such appropriate department through the most expeditious manner.
 - ii. If the records refer to an office not within the coverage of E.O. No. 2, the requesting party shall be advised accordingly and provided with the contact details of that office, if known.
- c) If the requested information is already posted online, the FRO shall seek the endorsement of the ED to inform the requesting party of the website's URL where they can retrieve the information.
- d) If the requested information is substantially similar or identical to the previous request, the FRO shall seek the endorsement of the ED to reject or deny the request for information.



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Responsibility

Activity

Executive Director

5. Endorses the FRO's recommended course of action.

OED Secretary
(Designated FRO)

6. Transmits the request for information to appropriate campuses/ offices, attached agency, or bureau, as the case may be.

7. In case of denial or non-possession of requested information, the FRO shall serve the appropriate notice to the requesting party.

OED Secretary
(Designated FRO)

7. Monitors and receives the requested information from campuses, attached agency, or bureau.

8. Prepares '*Notice of Approval of Request*' and submits the same to the ED for signature.

Executive Director

9. Approves/ Denies/ Remands the '*Notice of Approval of Request.*'

OED Secretary
(Designated FRO)

10. Transmits and records the transmittal of the decision to the requesting party.

5. PROCEDURES




5.1. Forms

5.1.1. Routing Slip

5.1.2. FOI Response Form (Documents Enclosed)

5.1.3. FOI Response Form (Answers)

5.2. Reports

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