

DOST-III Rate of Refund for 2016-2018

	2016	2017	2018
Regional Refund Rate	88.22%	87.53	88.87%
Aurora	83.20%	85.13%	87.73%
Bataan	95.32%	98.92%	97.42%
Bulacan	91.71%	95.47%	95.13%
Nueva Ecija	58.75%	53.01%	65.70%
Pampanga	97.05%	93.57%	92.39%
Tarlac	80.45%	87.17%	86.69%
Zambales	83.97%	76.20%	81.94%

**Note: Formula 1 (Completed + Terminated + On going)*

Best practices in ensuring on-time refunds by SETUP beneficiaries

- A SETUP Refund Database is being maintained by the RPMO and is communicated to the PSTCs every month to update them with the status of refund of their respective beneficiaries
- There is a regional and PSTC staff in-charge to manage SETUP refund. They are responsible for the monitoring of the refunds made by SETUP beneficiaries - including but not limited to collection of PDCs, validation of posted refunds and securing copies of corresponding ORs.
- Issuance of monthly billing statements, reminder/demand letters and constant communications and follow-ups (email, text, call, group chat) are being practiced to remind the beneficiaries of their dues
- Ensure that the beneficiaries submit a complete number of PDCs in accordance with the approved Refund Schedule
- DOST3 sought the legal assistance of the Office of the Solicitor General in handling SETUP delinquent accounts and terminated projects. The OSG issues final demand letters to help the agency enforce payment and recover outstanding obligations of the erring beneficiaries.