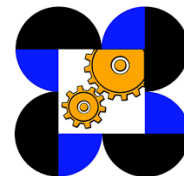


Department of Science and Technology



INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE (ITDI)

Citizen's Charter 2021 Updates



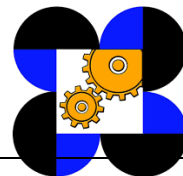
I. Breakdown or Re-issuance of Test Reports

Test Reports already released to customers may be broken down into two (2) or more Test Reports, only per sample and not per test parameter; Another copy of already released Test Report may be re-issued.

Office or Division:	Standards and Testing Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter stating request for breakdown or re-issuance of test reports (1 original). 2. Customer's copy of the released Test Report containing original dry seal (1 original), accompanied by the original Technical Service Request Form (GP 4.4-01-F03) reflecting that the transacting customer is the same customer who submitted the samples. Otherwise, authorization letter is required.		All are copies/documents from the customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer logs in on the logbook of the guard-on-duty.(following safety protocol)	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU)	None	1 minute	<i>Guard-on-duty</i>
2. Customer informs RRU staff on the request for breakdown or re-issuance of Test Report(s). Customer presents original Test Report, original Technical Service Request Form (GP 4.4-01-F03) and if	2.1 RRU staff checks validity of all submitted documents. RRU staff endorses written request to the Office of the Chief for review and approval.	None	3 minutes	<i>Science Research Analyst RRU</i>



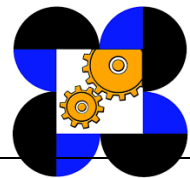
different person transacting the request from the conforme reflected on GP 4.4-01-F03, an authorization letter is required. (request can be made through email)	2.2 Office of the Chief checks validity of request and approves request letter. Staff of the Office of the Chief endorses approved request back to RRU.	None	5 minutes	Chief Science Research Specialist; Administrative Assistant / Office of the Chief
3. Customer checks correctness of information on the printed TSR.	3.1 RRU staff validates the request. RRU staff inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS). Three (3) copies of the Technical Service Request Form (GP 4.4-01-F03) for the breakdown or re-issuance of Test Report are issued.	None	5 minutes	Science Research Analyst RRU
4. Customer and validator agree to the content of the TSR and both sign the form, all copies.	4.1 Customer and RRU staff agree to the content of the TSR and both sign the form, all three (3) copies.	None	2 minutes	Science Research Analyst RRU
	4.2 RRU staff gives three (3) copies of the signed copies to the customer for	None	1 minute	Science Research Analyst RRU



	payment at the Cashier.			
5. Customer proceeds to the 2 nd floor of the NML and Executive Offices Building for payment at the Cashier.	5.1 RRU staff shows map to the customer of ITDI buildings to guide him/her to the 2 nd floor of the NML and Executive Offices Building for payment at the Cashier.	None	3 minutes	<i>Science Research Analyst RRU</i>
	5.2 RRU sends notification to Cashier using ULIMS.	None	2 minutes	<i>Science Research Analyst RRU</i>
6. Customer presents three (3) copies of the signed TSRs together with payment of total fee.	6.1 Cashier checks submitted TSRs and issues Official Receipt (OR) of the payment received.	P100.00 per page per request	3 minutes	<i>Cashier Cashier Section, Administrative Division</i>
7. Customer returns to STD-ITDI RRU and present his/her copy of the signed TSR reflecting the OR number.	7.1 Cashier provides the customer his/her copy of the TSR and the OR. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1) copy is sent back to STD-ITDI.	None	3 minutes	<i>Cashier Cashier Section, Administrative Division</i>
	7.2 Once paid TSR is presented, RRU staff calls concerned laboratory/ section to send soft copy of Work Order Report (GP 5.10-	None	10 minutes*	<i>Science Research Analyst RRU; Supervising Science Research Specialists Biological, Chemistry, and Physical and</i>

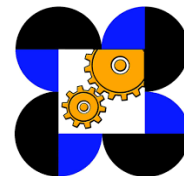


	F01 to F05) for the breakdown of the Test Report. For re-issuance of Test Report, RRU staff reprints the already issued Test Report. If the Test Report was issued years ago beyond the retention period of 6 years of retention of soft copies of Test Reports, RRU staff asks concerned laboratories/ sections to prepare new Work Order Reports (GP 5.10-F01 to F05).			Performance Testing Laboratories
	8.1 RRU staff prints three copies of Test Reports and asks Section/Laboratory Heads and Division Chief for final review and signatures.	None	5 minutes*	Science Research Analyst RRU
8. Customer signs the receiving copy of the broken down or re-issued Test Reports.	8.2 RRU staff asks customer to sign the receiving copy of the broken down or re-issued Test Reports.	None	1 minute	Science Research Analyst RRU
9. Customer accomplishes ITDI Harmonized Customer Satisfaction Survey Form.	9.1 RRU staff place Test Report inside an envelope and surrenders the report to the customer.	None	2 minutes	Science Research Analyst RRU



10. Customer drops accomplished ITDI Harmonized Customer Satisfaction Survey Form inside the drop box at the RRU.	10.1 RRU staff asks customer to accomplish the ITDI Harmonized Customer Satisfaction Survey Form.	None	3 minutes	Science Research Analyst RRU
TOTAL:		P100.00 per page per request	48 minutes	

*Timelines indicated are for 1 Test Report requested. Longer time is expected if many Test Reports are requested.



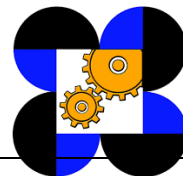
I. Acceptance and Validation of Samples for Analytical Testing from Internal Customers

Prior to acceptance of samples from other Divisions of the Industrial Technology Development Institute, the Standards and Testing Division validators check the validity of samples for analytical testing then proceeds to the issuance of Technical Service Request (TSR) form which is signed by both the internal customer and the validator.

Office or Division:	Standards and Testing Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Research and Development Divisions of the Industrial Technology Development Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid sample(s) for testing (please see attached list of required sample specifications for submission)		List of testing capabilities, fees, and sample specifications required for submission can be downloaded from: http://www.itdi.dost.gov.ph/index.php/download		
2. Accomplished Internal Customers Technical Service Request (GP 4.4-01-F02) (1 original)		ITDI/STD/Receiving and Releasing Unit (RRU)/through email transmittal		
3. Health Declaration		ITDI/STD/Receiving and Releasing Unit (RRU)/through shared Google Form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer logs in on the logbook of the guard-on-duty (following safety protocols)	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU)	None: Deferred or In-kind, e.g. laboratory and/or office supplies	1 minute	<i>Guard-on-duty</i>
2. Customer informs RRU staff on the testing needs and brought sample for submission	2.1 RRU checks if customer requirement is within the capability of STD-ITDI	None	2 minutes	<i>Science Research Analysts RRU</i>



	3.2 If capability is not within STD-ITDI capability, RRU staff endorses customer to OneLab Referral System through the Customer Receiving Officer (CRO) (please see another service)	None	1 minute	Science Research Analysts RRU
3. Customer accomplishes Internal Customers Technical Service Request (GP 4.4-01-F02, can also be made through email)	3.1 If within capability, RRU instructs customer to accomplish Internal Customers Technical Service Request (GP 4.4-01-F02).	None	2 minutes	Science Research Analysts RRU
4. Customer secures signature/approval from the Chief of the customer's Division.	4.1 Once GP 4.4-01-F02 is signed by the Chief of the concerned Division, staff of the STD Office of the Chief secures signature of the Chief of STD.	None	10 minutes	Administrative Assistant I; Chief Science Research Specialist Office of the Chief
5. Once GP 4.4-01-F02 is approved by STD Division Chief, customer proceeds	5.1 RRU staff calls validator from concerned	None	3 minutes	Science Research Analyst RRU



back to the RRU for sample validation.	laboratory through paging system or local phone call. RRU staff instructs customer to proceed to the Validation Room.			
6. Customer proceeds to validation room and wait for the laboratory/section validator.	6.1 Concerned laboratory/ section validator proceeds to Validation Room.	None	3 minutes	Supervising Science Research Specialists Biological Chemistry and Physical and Performance Testing Laboratories
	6.2 Validator checks validity of sample and completeness of details provided by the customer.	None	3 minutes*	
	6.3 Validator inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS).	None	5 minutes*	Supervising Science Research Specialists Biological Chemistry and Physical and Performance Testing Laboratories
7. Customer checks correctness of information on the printed TSR.	7.1 Validator prints 1 copy of the Technical Service Request Form (TSR, GP 4.4-01-F03).	None	2 minutes	Supervising Science Research Specialists Biological Chemistry and Physical and Performance Testing Laboratories
	7.2 Validator discusses to customer due date of test, terms and	None	3 minutes	

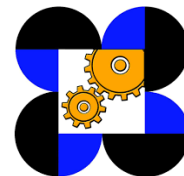


	conditions, modes of release of test reports and the requirements for release of test reports to representative			Performance Testing Laboratories
8. Customer and validator agree to the content of the TSR and both sign the form.	8.1 Once agreed by the customer, validator prints two (2) more copies of the TSR.	None	2 minutes	<i>Supervising Science Research Specialists</i> Biological Chemistry and Physical and Performance Testing Laboratories
	8.2 Customer and validator agree to the content of the TSR and both sign the form, all three (3) copies.	None	2 minutes	Performance Testing Laboratories
	8.3 Validator attaches the unique identification (QR code sample tag, sticker-type) per sample submitted.	None	2 minutes*	<i>Supervising Science Research Specialists</i> Biological Chemistry and Physical and Performance Testing Laboratories
9. Customer accomplishes Customer Satisfaction Feedback Form for Sample Receiving (GP 4.7-01-F01). Customer drops accomplished form inside the drop box at the Validation Room.	9.1 Validator gives one (1) copy of the signed three (3) copies to the customer. One (1) copy is kept by the laboratory and the last copy is kept by the RRU.	None	1 minute	<i>Supervising Science Research Specialists</i> Biological Chemistry and Physical and Performance Testing Laboratories
	9.2 Validator asks customer to accomplish	None	3 minutes	<i>Supervising Science Research Specialists</i>



10. Customer returns to STD-ITDI RRU when claiming test reports on the agreed due date or through email	Customer Satisfaction Feedback Form for Sample Receiving (GP 4.7-01-F01).	None	N/A	Biological Chemistry and Physical and Performance Testing Laboratories None
TOTAL:		None: Deferred or In-kind, e.g. laboratory and/or office supplies	45 minutes	

*Timelines indicated are for 1 sample submitted only. Longer time is expected if many samples are submitted.



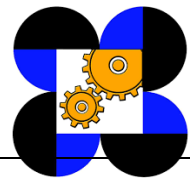
I. Acceptance and Validation of Samples for Analytical Testing from External Customers

Prior to acceptance of samples, the Standards and Testing Division (STD) validators check the validity of samples for analytical testing then proceeds to the issuance of Technical Service Request (TSR) form which is signed by both the customer and the validator.

Office or Division:	Standards and Testing Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid sample(s) for testing (please see attached list of required sample specifications for submission)		List of testing capabilities, fees, and sample specifications required for submission can be downloaded from: http://www.itdi.dost.gov.ph/index.php/download		
2. Accomplished Customer Information Sheet (CIS, GP 4.4-01-F01) (1 original/softcopy)		ITDI/STD/Receiving and Releasing Unit (RRU)/through email correspondence		
3. Health Declaration/ Certificate to secure appointment		ITDI/STD/Receiving and Releasing Unit (RRU)/through shared Google Form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer logs in on the logbook of the guard-on-duty. (checks temperature, presents the certificate of appointment, accomplishes health declaration form)	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU)	None	1-2 minutes	Guard-on-duty



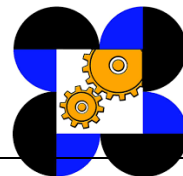
<p>2. Customer informs RRU staff on the testing needs and brought sample for submission</p> <p>Due to the safety protocols, walk-in customers are discouraged. Customers will email respective laboratories (refer to STD FB page for details) for their testing needs.</p>	<p>2.1 RRU checks if customer requirement is within the capability of STD-ITDI</p> <p>Laboratory staff will respond to the email together with the soft copy of CIS, quotation and health declaration form.</p>	<p>None</p>	<p>2 minutes</p>	<p>Science Research Analysts RRU</p>
	<p>2.2 If capability is not within STD-ITDI capability, RRU staff endorses customer to OneLab Referral System through the Customer Receiving Officer (CRO)</p>	<p>None</p>	<p>1 minute</p>	<p>Science Research Analysts RRU</p>
<p>3. Customer accomplishes Customer Information Sheet (CIS, GP 4.4-01-F01) or presents the accomplished CIS given through email</p>	<p>3.1 If within capability, RRU instructs customer to accomplish Customer Information Sheet (CIS, GP 4.4-01-F01). RRU staff calls validator from concerned laboratory through paging system or local phone call. RRU</p>	<p>None</p>	<p>3 minutes</p>	<p>Science Research Analyst RRU</p>



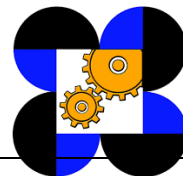
4. Customer proceeds to validation room/designated area and wait for the laboratory/section validator.	staff instructs customer to proceed to the Validation Room/designated area (observed social distancing)			
	4.1 Concerned laboratory/section validator proceeds to Validation Room.	None	3 minutes	<i>Supervising Science Research Specialists/authorized staff</i> Biological, Chemistry, and Physical and Performance Testing Laboratories
	4.2 Validator checks validity of sample and completeness of details provided by the customer.	None	3 minutes*	<i>Supervising Science Research Specialists//authorized staff</i> Biological, Chemistry, and Physical and Performance Testing Laboratories
	4.3 Validator inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS).	None	5 minutes*	<i>Supervising Science Research Specialists/ /authorized staff</i> Biological, Chemistry, and Physical and Performance Testing Laboratories <i>Supervising Science Research Specialists</i> Biological, Chemistry, and Physical and Performance Testing Laboratories



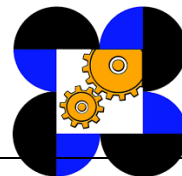
5. Customer checks correctness of information on the printed TSR.	5.1 Validator prints 1 copy of the Technical Service Request Form (TSR, GP 4.4-01-F03).	None	2 minutes	Supervising Science Research Specialists Biological, Chemistry, and Physical and Performance Testing Laboratories
	5.2 Validator discusses to customer due date of test, terms and conditions, modes of release of test reports and the requirements for release of test reports to representative	None	3 minutes	Supervising Science Research Specialists Biological, Chemistry, and Physical and Performance Testing Laboratories
6. Customer and validator agree to the content of the TSR and both sign the form.	6.1 Once agreed by the customer, validator prints three (3) more copies of the TSR.	None	2 minutes	Supervising Science Research Specialists Biological, Chemistry, and Physical and Performance Testing Laboratories Supervising Science Research Specialists Biological, Chemistry, and Physical and Performance Testing Laboratories
	6.2 Customer and validator agree to the content of the TSR and both sign the form, all four (4) copies.	None	2 minutes	Supervising Science Research Specialists Biological, Chemistry, and Physical and Performance Testing Laboratories
	6.3 Validator attaches the unique identification (QR code sample tag, sticker-type) per	None	2 minutes*	



7. Customer accomplishes Customer Satisfaction Feedback Form for Sample Receiving (GP 4.7-01-F01). Customer drops accomplished form inside the drop box at the Validation Room.	sample submitted.			
	7.1 Validator gives three (3) copies of the signed four (4) copies to the customer for payment at the Cashier.	None	1 minute	Supervising Science Research Specialists Biological, Chemistry, and Physical and Performance Testing Laboratories
	7.2 Validator asks customer to accomplish Customer Satisfaction Feedback Form for Sample Receiving (GP 4.7-01-F01).	None	3 minutes	
8. Customer proceeds to the 2 nd floor of the NML and Executive Offices Building for payment at the Cashier.	8.1 Validator shows map to the customer of ITDI buildings to guide him/her to the 2 nd floor of the NML and Executive Offices Building for payment at the Cashier. Validator instructs the customer that he/she does not need to go back to STD building because the STD copy of the signed TSR will be retrieved by STD staff at the	None	1 minute	Cashier Cashier Section, Administrative Division



9. Customer presents three (3) copies of the signed TSRs together with payment of total fee.	Cashier's Section.			
	9.1 Validator sends notification to Cashier using ULIMS.	None	2 minutes	None
	9.2 Cashier checks submitted TSRs and issues Official Receipt (OR) of the payment received.	Please refer to STD-ITDI published Schedule of Fees and Charges	2 minutes	
	9.3 Cashier provides the customer his/her copy of the TSR and the OR. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1) copy is sent back to STD-ITDI for commencement of test. Laboratory/ section concerned checks payment of customer through online using ULIMS and test is started.	None	2 minutes (Please refer to STD-ITDI published Schedule of Fees and Charges for the turn-around time for each analytical testing service)*	
		None	N/A	



10. Customer returns to STD-ITDI RRU when claiming test reports on the agreed due date/reports are sent through email				
TOTAL:		Please refer to STD-ITDI published Schedule of Fees and Charges	40 minutes	

*Timelines indicated are for 1 sample submitted only. Longer time is expected if many samples are submitted.