

**Department of Science & Technology**



**INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE (ITDI)**

**CITIZEN'S CHARTER 2025  
(1<sup>st</sup> Edition)**

**Department of Science & Technology**

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## COMPANY BACKGROUND

The Industrial Technology Development Institute or ITDI is one of the research and development institutes (RDIs) under the Department of Science and Technology. By virtue of Executive Order No. 128 dated January 30, 1987, ITDI is mandated to render a variety of services to local industries. It is the flagship agency of the Department, generating a large pool of technologies while providing technical services to industry.

## ITDI HISTORY

**2009 – (Rationalization) August 26, 2009** – As a result of the Rationalization Program of the government under the Executive Order No. 366 dated 4 October 2004, the Industrial Technology Development Institute was rationalized with organizational and staffing modification. Creation of the Packaging Technology Division and National Metrology Division was approved as well as consolidation of some divisions i.e. Fuels and Energy Division (FED) and Chemical and Mineral Division (CMD) to Chemicals and Energy Division (CED); Environmental Division (EnD) and Microbiology and Genetics Division (MGD) to Environment and Biotechnology Division (EBD); Economics and Planning Division (EPD) and Management Information Systems (MIS) to Planning and Management Information Systems Division (PMISD). RTID was likewise renamed to Technological Services Division.

**1987** - The NSTA was reorganized into the Department of Science and Technology (DOST) by virtue of Executive Order Number 128 dated 30 January 1987.

Under this reorganization, NIST was renamed **Industrial Technology Development Institute (ITDI)** and remained one of the R&D institutes under the DOST. All centers were abolished and ITDI now has ten (10) technical divisions with (MSRI) now absorbed by ITDI. Seven (7) divisions to undertake R&D activities, three (3) to render technical services and two (2) support divisions were created.

**1982** - By virtue of Executive Order Number 784 dated 17 March 1982, the NSDB was reorganized into the National Science and Technology Authority (NSTA). Under the reorganization NIST remained as one the R&D Institutes under the NSTA. As reorganized, research on agriculture was transferred to UPLB while the ceramics center emerged into an independent institute (MSRI). The Biological and Industrial research center were also abolished and in their place, three (3) centers were created namely: the National Research and Development (NRDC), Chemical Research and Development Center (CRDC), and the National Standards and Testing Center (NSTC). Under the NRDC and CRDC are seven(7) programs to undertake R&D activities, while the NSTC provides standardization and technical services.

**1973** - As part of the overall reorganization of the Executive branch of the government, the NIST was reorganized, but retained the same name. With the merger of the Agriculture Research Center, Biological Research Center and Medical Center, only two (2) technical R&D centers remained, namely Biological Research Center and Industrial Research Center. In addition, these were the Tests and Standards





Laboratory and the Scientific Instrumentation Division to provide standardization and technical services.

**1958** - Under the so-called "Magna Carta of Philippine Science" RA 1067, NSB was reconstituted as the National Science Development Board (NSDB) which was designed to coordinate and supervise all scientific activities in the country. NSIRI became the **National Institute of Science and Technology (NIST)** under the supervision of NSDB.

**1956** - Congress approved RA Number 1606 authorizing the establishment of the National Science Board (NSB). IST was changed to the **National Scientific and Industrial Research Institute (NSIRI)**, and was placed under supervision of NSB.

**1951** - The IS was renamed **Institute of Science and Technology (IST)** by virtue of Executive Order No. 392 and for the first time primarily concerned itself to industry-oriented research.

**1947** - The BS was transformed into the **Institute of Science (IS)** by virtue of Executive Order No. 94.

**1934** - The headship of the BS was passed on for the first time to a Filipino chemist. Dr. Angel S. Arguelles. The present-day Bureau of Soils, Bureau of Mines, Bureau of Fisheries and National Survey Division of Education Museum developed initially as part of the Bureau of Science during the pre-war years.

**1905** - By virtue of the Philippine Commission Act. No. 1407, the BGL was reorganized into the **Bureau of Science (BS)** and expanded its functions to include the Bureau of Mines and the Ethnological Survey Division of Education.

**1901** - 1st of July - **The Bureau of Government Laboratories (BGL)** came into existence through the Philippine Commission Act. No. 156. It was composed of the biological and chemical laboratories, a science library, and the Serum Laboratory of the Board of Health.



## **AGENCY PROFILE**

### **I. Mandate:**

Undertake applied research and development to generate new knowledge, technologies, and innovations in the field of industrial manufacturing, mineral processing, and energy.

Conduct knowledge translation or technology transfer and commercialization.

Provide technical services, tests and analyses, and metrology to ensure international traceability of the national units of measure.

### **II. Vision:**

By 2030, ITDI is the country's leading industry partner in Science, Technology, and Innovation.

### **III. Mission:**

To contribute to making local industries globally competitive through research and development, transfer and commercialization of innovative and sustainable technologies, and provision of appropriate technical services.

## **IV. SERVICE PLEDGE: QUALITY POLICY**

We are committed to help local industries become globally competitive by providing appropriate technologies and services.

We shall continually improve our QMS to come up with conformity of products and services that would meet customer expectations within applicable regulatory and statutory requirements.



## V. LIST OF SERVICES

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- B. These services are offered by Nanotechnology/Membrane Laboratory for Testing/Analysis to characterize materials.

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## **V. List of Services**

### **A. ADMINISTRATIVE DIVISION**

#### **External and Internal Services**



## Cashier Section

### External Services

#### 1. Issuance of Invoice for Over-the-Counter Payment

The invoice is provided to the customer as confirmation of payment for the availed service(s), which are settled over-the-counter (through the Cashier) using Cash and/or Check.

<b>Office or Division:</b>	<b>Cashier Section</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2B, G2C, G2G</b>	
<b>Who may avail:</b>	<b>All</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"><li>1. Technical Services Request Form<ul style="list-style-type: none"><li>● For Calibration Services<ul style="list-style-type: none"><li>- 3 original copies</li></ul></li><li>● For Testing &amp; Analysis (ADMATEL)<ul style="list-style-type: none"><li>- 1 original copy, 2 photocopies</li></ul></li><li>● For Testing &amp; Analysis (ULIMS); Formula of Conversion and Technical Services<ul style="list-style-type: none"><li>- 3 original copies</li></ul></li></ul></li></ol>		<p>National Metrology Division</p> <p>Materials Science Division – ADMATEL;</p>



<ol style="list-style-type: none"> <li>2. Line-Item Budget (when applicable) <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul> </li> <li>3. Order of Payment (when applicable) <ul style="list-style-type: none"> <li>- 2 original copies</li> </ul> </li> <li>4. Statement of Account (when applicable) <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul> </li> <li>5. Memorandum of Agreement /Understanding (when applicable) <ul style="list-style-type: none"> <li>- 1 certified copy</li> </ul> </li> <li>6. Approved Conforme Letter <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul> </li> <li>7. Completely filled-out Training Reservation Form (for In-house/Special Training Courses) <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul> </li> <li>8. List/Summary of Participants per Training Courses <ul style="list-style-type: none"> <li>- 1 original copy</li> </ul> </li> </ol>	<p>Standards and Testing Division; Packaging Technology Division; Materials Science Division; Food Processing Division; Chemicals and Energy Division; and Environment and Biotechnology Division</p> <p>Standards and Testing Division; Materials Science Division; Packaging Technology Division; Food Processing Division; Chemicals and Energy Division; Environment and Biotechnology Division; and Technological Services Division</p> <p>Accounting Section, Finance and Management Division / 2<sup>nd</sup> Floor, Metrology Building, ITDI</p> <p>Accounting Section, Finance and Management Division / 2<sup>nd</sup> Floor, Metrology Building, ITDI</p> <p>Customer availing the service; Technological Services Division</p> <p>Customer availing the service; Technological Services Division</p> <p>Regional Cooperation and Training Section, Technological Services Division / 2<sup>nd</sup> Floor Metrology Building, ITDI</p> <p>Regional Cooperation and Training Section, Technological Services Division / 2<sup>nd</sup> Floor Metrology Building, ITDI</p>
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<p>9. Development of Environmental Technology Verification Test Plan application form with ETV Reference No. (when applicable)</p> <ul style="list-style-type: none"> <li>- 1 original copy</li> </ul> <p>10. Summary of Overall or Net Sales for a specified period and as agreed upon on the signed Memorandum of Agreement /Memorandum of Understanding</p> <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul> <p>11. Payment in the form of:</p> <ul style="list-style-type: none"> <li>• Cash</li> <li>• Check (any type and not post-dated)</li> </ul>		<p>Customer availing the service; Environment and Biotechnology Division</p> <p>Customer paying for royalty fee as an adopter of ITDI developed technology/ies.</p> <p>Customer availing the service</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Sign in the Visitor's Logbook in the office lobby and present a valid Identification Card.</p> <p><i>*Make sure to secure the Visitor's ID that will be issued.</i></p>	<p>1. Give the Visitor's Logbook to the customer and issue the Visitor's ID in lieu of the valid Identification Card.</p>	None	1 minute	Guard On duty, Lobby Metrology Building



2. Present the required documents to Window 2, Cashier Section.	<p>2. Accept the required documents and assess for completeness requests.</p> <p><i>If Deficient – Inform the customer of any deficiency and enumerate the missing requirements.</i></p> <p><i>If Complete – Proceed with the next step.</i></p>	None	1 minute	Administrative Officer III, Cashier Section, Administrative Division / 2 <sup>nd</sup> Floor Metrology Building
<p>3. Pay* the required fees at the Cashier Section.</p> <p><i>* Make sure to secure an Invoice -that will be issued upon payment.</i></p>	3.1 Accept the payment as specified in the Order of Payment (OP) and/or Technical Service Request (TSR).	As specified in the Order of Payment (OP) and/or Technical Services Request (TSR) form	<p>1 minute*</p> <p><i>*per TSR</i></p>	<p><i>Administrative Officer III</i> Cashier Section Administrative Division 2<sup>nd</sup> Floor Metrology Building</p>
	3.2 Input payment details to Online e-Payment System and/or Invoice Database Management System (IDBMS) and generate Invoice	None		<p><i>Administrative Officer III</i> Cashier Section Administrative Division 2<sup>nd</sup> Floor Metrology Building</p>



	3.3 Write down the payment details in the Order of Payment (O.P.) and/or Technical Service Request (TSR) and affix signature.	None	1 minute	<i>Administrative Officer III</i> Cashier Section Administrative Division 2 <sup>nd</sup> Floor Metrology Building
4. Receive the original copy of the Invoice photocopy of Technical Service Request form, change (when applicable), and fill-out Client Satisfaction Measurement (CSM) Form.	4. Issue the original copy of the Invoice copy of Technical Services Request form, change (when applicable), and Client Satisfaction Measurement (CSM) Form to customer.	None	1 minute	Administrative Officer III, Cashier Section, Administrative Division / 2 <sup>nd</sup> Floor Metrology Building
<b>TOTAL:</b>		<b>As specified in the Technical Services Request Form</b>	<b>5 minutes</b>	



## 2. Issuance of Invoice for Direct Payment

The invoice is provided to the customer as confirmation of payment for the availed service(s), which are deposited directly into the appropriate Treasury or Current account of ITDI.

<b>Office or Division:</b>	<b>Cashier Section</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2B, G2C, G2G</b>	
<b>Who may avail:</b>	<b>All</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Technical Services Request Form <ul style="list-style-type: none"> <li>• For Calibration Services               <ul style="list-style-type: none"> <li>- 3 original copies</li> </ul> </li> <li>• For Testing &amp; Analysis (ADMATEL)               <ul style="list-style-type: none"> <li>- 1 original copy, 2 photocopies</li> </ul> </li> <li>• For Testing &amp; Analysis (ULIMS); Formula of Conversion and Technical Services               <ul style="list-style-type: none"> <li>- 3 original copies</li> <li>-</li> </ul> </li> </ul> 2. Line-Item Budget (when applicable) <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul>		<p>National Metrology Division</p> <p>Materials Science Division – ADMATEL</p> <p>Standards and Testing Division; Packaging Technology Division; Materials Science Division; Food Processing Division; Chemicals and Energy Division; and Environment and Biotechnology Division</p> <p>Standards and Testing Division; Materials Science Division; Packaging Technology Division; Food Processing Division; Chemicals and Energy Division; Environment and Biotechnology Division; and Technological Services Division</p>





<p>3. Order of Payment (when applicable)</p> <ul style="list-style-type: none"> <li>- 2 original copies</li> </ul>	<p>Accounting Section, Finance and Management Division / 2<sup>nd</sup> Floor Metrology Building, ITDI</p>
<p>4. Statement of Account (when applicable)</p> <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul>	<p>Accounting Section, Finance and Management Division / 2<sup>nd</sup> Floor Metrology Building, ITDI</p>
<p>5. Memorandum of Agreement /Understanding (when applicable)</p> <ul style="list-style-type: none"> <li>- 1 certified copy</li> </ul>	<p>Customer availing the service; Technological Services Division</p>
<p>6. Approved Conforme Letter</p> <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul>	<p>Customer availing the service; Technological Services Division</p>
<p>7. Completely filled-out Training Reservation Form (for In-house/Special Training Courses)</p> <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul>	<p>Regional Cooperation and Training Section, Technological Services Division / 2<sup>nd</sup> Floor Metrology Building, ITDI</p>
<p>8. List/Summary of Participants per Training Courses</p> <ul style="list-style-type: none"> <li>- 1 original copy</li> </ul>	<p>Regional Cooperation and Training Section, Technological Services Division / 2<sup>nd</sup> Floor Metrology Building, ITDI</p>
<p>9. Development of Environmental Technology Verification Test Plan application form with ETV Reference No. (when applicable)</p> <ul style="list-style-type: none"> <li>- 1 original copy</li> </ul>	<p>Customer availing the service; Environment and Biotechnology Division</p>



<p>10. Summary of Overall or Net Sales for a specified period and as agreed upon on the signed Memorandum of Agreement /Memorandum of Understanding</p> <ul style="list-style-type: none"> <li>- 1 photocopy</li> </ul> <p>11. Proof of direct payment in the form of:</p> <ul style="list-style-type: none"> <li>• Bank-validated Cash/Check/On-Coll Deposit Slip or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA)</li> <li>- 1 photocopy</li> </ul>		<p>Customer paying for royalty fee as an adopter of ITDI developed technology/ies.</p> <p>Customer availing the service</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Sign in the Visitor's Logbook in the office lobby and present a valid Identification Card.</p> <p><i>*Make sure to secure the Visitor's ID that will be issued.</i></p>	<p>1. Give the Visitor's Logbook to the customer and issue the Visitor's ID in lieu of the valid Identification Card.</p>	None	1 minute	Guard On duty, Lobby Metrology Building
<p>2. Present the required documents to Window 2, Cashier Section.</p>	<p>2. Accept the required documents and check for</p>	None	1 minute	Administrative Officer III, Cashier Section, Administrative Division /



	<p>correctness of details and completeness of signature.</p> <p><i>If Deficient – Inform the customer of any deficiency and enumerate the missing requirements.</i></p> <p><i>If Complete – Proceed with the next step.</i></p>			2 <sup>nd</sup> Floor Metrology Building
<p>3. Pay* the required fees at the Cashier Section.</p> <p><i>*Make sure to secure an Invoice that will be issued upon payment.</i></p>	3.1 Accept the payment as specified in the Order of Payment (OP) and/or Technical Service Request (TSR).	As specified in the Order of Payment (OP) and/or Technical Services Request (TSR).	1 minute  <i>*per transaction</i>	Administrative Officer III, Cashier Section, Administrative Division / 2 <sup>nd</sup> Floor Metrology Building
	3.2 Input payment details to Online e-Payment System and/or Invoice Database Management System (IDBMS) and generate Invoice.	None		Administrative Officer III, Cashier Section, Administrative Division / 2 <sup>nd</sup> Floor Metrology Building
	3.3 Write down the payment details in the Order of Payment (O.P.) and/or Technical Service Request (TSR) and affix signature.	None	1 minute	Administrative Officer III, Cashier Section, Administrative Division / 2 <sup>nd</sup> Floor Metrology Building



4. Receive the original copy of the Invoice, copy of Technical Service Request form, change (when applicable) and fill-out Client Satisfaction Measurement (CSM) Form.	4. Issue the original copy of the Invoice, copy of Technical Services Request form, change (when applicable), and Client Satisfaction Measurement (CSM) Form to customer.	None	1 minute	Administrative Officer III, Cashier Section, Administrative Division / 2 <sup>nd</sup> Floor Metrology Building
<b>TOTAL:</b>		<b>As specified in the Order of Payment and Technical Services Request Form</b>	<b>5 Minutes</b>	



## Human Resources Management Section

### External Service

#### 1. Employment's Application for Contract of Service

Recruitment of candidate for Contract of Service personnel to perform specific task in accordance with the mission, vision, goals and objectives of the project / institute.

<b>Office or Division:</b>	Administrative Division – Human Resource Management Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Who may avail:</b>	Internal and External Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Application Letter (1 original copy)		Applicant
2) Personal Data Sheet (1 original copy)		Website of Civil Service Commission (CSC), <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> or ITDI/Administrative Division/Human Resource Management Section Form
3) Resume or Curriculum Vitae (1 Original copy)		Applicant
4) Official Transcript of Records (1 photocopy)		School graduated from
5) Diploma (1 photocopy)		School graduated from



6) Certificates of Eligibility or Board Exam Results (if applicable) (1 original copy)	Civil Service Commission (CSC) or Professional Regulation Commission (PRC)
7) Certificate of Employment (if applicable) (1 photocopy)	Company/Agency employed from
8) Certificates of Training (if applicable) (1 photocopy)	Training Provider
9) Recent 2 X 2 pictures and 1 x 1 ID pictures	Applicant
10) NBI Clearance (1 original copy)	National Bureau of Investigation
11) Birth Certificate (1 original copy)	Philippine Statistics Authority (PSA)
12) Marriage Contract (if married) (1 original copy)	Philippine Statistics Authority (PSA)
13) Medical Certificate (CS Form No. 211, Revised 2018) (1 original copy)	Website of Civil Service Commission (CSC), <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> or ITDI/Administrative Division/Human Resource Management Section Form
14) Endorsement Letter (2 original copies)	Project Leader
15) Approved Requisition of Employee (2 original copies)	Project Leader
16) Approved Line Item Budget (1 photocopy)	Project Leader



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit personally the Application Letter together with Personal Data Sheet, Resume or Curriculum Vitae, Official Transcript of Records, Diploma, Certificates of Eligibility or Board Exam Results (if applicable, recent 2 X 2 pictures and/or 1 x 1 ID pictures and any proof documents stated in your application.	1.1 Receive the application personally submitted by the applicant and stamp the same with the date and time of receipt.	None	10 Minutes	<i>Administrative Assistant II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
	1.2 Evaluates profiles vis-à-vis prescribed minimum Qualifications Standards.	None	10 Minutes	<i>Administrative Officer II or Administrative Assistant II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
2. Take a pre-qualifying exam.	2.1 Conduct/Administer employment examinations for qualified applicants.	None	1 Hour	<i>Administrative Officer II or Administrative Assistant II</i>  Human Resource Management Section/



3. Fill up Applicant Information Form.	3.1 Send the Applicant Information Form link to the applicant email address	None	5 Minutes	Administrative Division/2 <sup>nd</sup> Flr. Metrology Building <i>Administrative Assistant II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
	3.2 Checks and tallies the scores of the examinations.	None	30 Minutes	<i>Administrative Assistant II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
	3.4 Inform the applicant on the result of the exam and notify/explain what will do next in their application	None	10 Minutes	<i>Administrative Assistant II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building





4: Attend the scheduled Interview.	4.1 Conduct interview or behavioral event interview.	None	2 Hours	<i>Project Leader</i> Industrial Technology Development Institute
	4.2 Evaluate the applicant's credentials and prepare Endorsement Letter together with Approved Requisition of Employee and other documentary requirements of applicant.	None	1 Day	<i>Project Leader</i> Industrial Technology Development Institute
5. Submit the documentary requirement such as medical certificate with original results of medical and NBI.	5.1 Check the documents submitted by the applicant.	None	10 Minutes	<i>Administrative Assistant II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building



6. Sign and read the Contract and Research Agreement.	6.1 Prepare Contract of Service and Research Agreement.	None	2 Hours	<i>Administrative Assistant II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
	6.2 Validate and submit to Project Leader and Project Accountant.	None	10 Minutes	<i>Administrative Assistant II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
	6.3 Sign and check the Contract of Service and Research agreement.	None	2 Hours	<i>Project Leader</i>  Industrial Technology Development Institute and
	6.4 Sign the Contract of Service and Research Agreement.	None	1 Hour	Project Accountant/Financial Management Division/2 <sup>nd</sup> Flr. Metrology Building



		None	1 Hour	<i>Administrative Officer V</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
		None	2 Hours	<i>Director IV and Deputy Director for ATS</i>  Office of the Director/Ground Floor, Metrology Building
		None	10 Minutes	<i>Administrative Assistant II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
7. Receive approved Contract and Research Agreement.	7.1 Release the approved Contract of Service and	None	5 Minutes	<i>Administrative Assistant II</i>  /Human Resource Management



	Research Agreement.			Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
8. Notarize Contract Agreement.	8.1 None	None	1 Hour	Hired Contract of Service
9. Return one (1) original copy of notarized Contract of Service to Records Management Section staff	9.1 Receive notarized Contract of Service for 201 file	None	5 Minutes	<i>Administrative Assistant II</i> Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
10. Attend the Orientation.	10.1 Orient new employee .	None	1 Hour	<i>Administrative Officer V</i> <i>Administrative Assistant II</i> Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 45 Minutes</b>	



## 2. Request of Service Record – Resigned / Retired Employee

Service record is given to retired and resigned employees as a proof of the details of their services rendered in the agency.

<b>Office or Division:</b>		Administrative Division – Human Resource Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Resigned and Retired Employee		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) One (1) original Request Form		ITDI/Administrative Division/Human Resource Management Section/2 <sup>nd</sup> Floor, Metrology Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request form.	1.1 Receive the request form	None	2 Minutes	<i>Administrative Officer II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building



	1.2 Prepare the service record and indicate the purpose. Update if necessary.	None	1 Hour	<i>Administrative Officer IV</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building
	1.3 Check and sign by the Human Resource Management Officer.	None	10 Minutes	<i>Administrative Officer V</i> Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building
2. Receive the signed Service Record.	2.1 Release to employee	None	2 Minutes	Retired or Resigned Employee
<b>TOTAL:</b>		<b>None</b>	<b>One (1) Hour &amp; Fourteen (14) Minutes</b>	



## Internal Services

### 1. Request for Certificate of Employment

Certificate of Employment is issued as requested to certify benefits and salaries received, date of start of service, last promotion and leave credits of employees for whatever legal it may serve.

<b>Office or Division:</b>	Administrative Division – Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G to G Government to Government			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Form		ITDI/Administrative Division/Human Resource Management Section/2 <sup>nd</sup> Floor, Metrology Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request form.	1.1 Receive the request form.	None	2 Minutes	<i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building



	1.2 Obtain data of employees from Personal Services Itemization and Plantilla of Personnel (PSIPOP), Longevity Payroll, Hazard Certification, List of PBB, other benefits/incentives and accumulated leave credits.	None	1 Hour	<i>Administrative Asst. I</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building
	1.3 Prepare the Certificate of Employment and indicate the purpose.	None	30 Minutes	<i>Administrative Asst. I</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building
	1.4 Check and sign the Certificate of Employment.	None	10 Minutes	Administrative Officer V Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building





2. Receive the signed Certificate of Employment.	2.1 Release to employee.	None	10 Minutes	Chief Administrative Officer/Office of the Chief  Administrative Division/2 <sup>nd</sup> Floor, Metrology Building
		None	5 Minutes	Employee concerned
TOTAL:			1 Hour and 57 Minutes	



## 2. Employment Application for Contract of Service (Renewal)

Re-hiring the right candidate as Contract of Service personnel to perform specific task in accordance with the mission, vision, goals and objective of the project / institute.

<b>Office or Division:</b>	Administrative Division – Human Resource Management Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Internal Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Personal Data Sheet (1 original copy)		Website of Civil Service Commission (CSC), <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> or ITDI/Administrative Division/Human Resource Management Section Form _____
2) Recent 2 X 2 pictures and 1 x 1 ID pictures		Applicant
3) Endorsement Letter (2 original copies)		Project Leader
4) Approved Requisition of Employee (2 original copies)		Project Leader
5) Approved Line Item Budget ( 1 photocopy)		Project Leader



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Personal Data Sheet, recent 2 X 2 pictures.	1.1 Receive the Approved Endorsement Letter and Requisition of Employee and Approved Line Item Budget.	None	5 Minutes	<i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
	1.2 Receive the Personal Data Sheet, recent 2 x 2 pictures and stamp the same with the date and time of receipt.	None	5 Minutes	<i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
2. Sign and read the Contract and Research Agreement.	2.1 Prepare Contract of Service and Research Agreement.	None	2 Hours	<i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building



	2.2 Validate and submit to Project Leader and Project Accountant.	None	10 Minutes	<i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
	2.3 Sign and check the Contract of Service and Research agreement.	None	2 Hours	<i>Project Leader</i>  Industrial Technology Development Institute and
		None	1 Hour	Project Accountant/Financial Management Division/2 <sup>nd</sup> Flr. Metrology Building
	2.4 Sign the Contract of Service and Research Agreement.	None	1 Hour	<i>Administrative Officer V</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
		None	2 Hours	<i>Director IV and Deputy Director for ATS</i>



	2.5 Call the hired COS to receive the Contract of Service and Research Agreement.	None	10 Minutes	Office of the Director/Ground Floor, Metrology Building <i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
3. Receive approve Contract of Service and Research Agreement.	3.1 Release the approved Contract of Service and Research Agreement.	None	5 Minutes	<i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
4. Notarize Contract Agreement.	4.1 None	None	1 Hour	Hired Contract of Service
5. Return one (1) original copy of notarized Contract of Service to	5.1 Receive notarized Contract of Service for 201 file.	None	5 Minutes	<i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative



Records Management Section staff.				Division/2 <sup>nd</sup> Flr. Metrology Building
6. Attend Orientation.	6.1 Orient new employee.	None	1 Hour	<i>Administrative Officer V</i>  <i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Flr. Metrology Building
<b>TOTAL:</b>		<b>None</b>	<b>1 Day 2 Hours and 40 Minutes</b>	



### 3. Request of Service Record

Service record is given to active employees as a proof of the details of their services rendered to the agency.

<b>Office or Division:</b>	Administrative Division – Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Active Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) One (1) original Request Form		ITDI/Administrative Division/Human Resource Management Section/2 <sup>nd</sup> Floor, Metrology Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request form.	1.1 Receive the request form.	None	2 Minutes	<i>Project Administrative Asst.</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building



2. Receive the signed Service Record.	1.2 Prepare the service record and indicate the purpose. Update if necessary.	None	1 Hour	<i>Administrative Officer II</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building
	1.3 Check and sign by the Human Resource Management Officer	None	10 Minutes	<i>Administrative Officer V</i>  Human Resource Management Section/Administrative Division/2 <sup>nd</sup> Floor, Metrology Building
	2.1 Release to employee.	None	2 Minutes	Employee concerned
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour &amp; 14 Minutes</b>	





## Property & Procurement Management Section

### External Service

#### 1. Request for Extension of Delivery / Change of Specification and/or Cancellation of Order

The request for extension of delivery, change of specification and cancellation of Purchase / Work Order is granted to the External Provider / Supplier based on careful evaluation and meritorious grounds with or without liquidated damages.

<b>Office or Division:</b>	<b>ADM-Property &amp; Procurement Management Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B – Government to Business Entity</b>			
<b>Who may avail:</b>	<b>All ITDI Eligible External Providers (Supplier)</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Duly signed Letter of Request (1 Original)  Note: If request is change of Model/Brand, include comparison of model under Purchase Order versus new proposed Model/Brand as to the Cost and Specifications / Features.		External Provider / Supplier availing the request		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request	1.1 Receive and check details & requirements for completeness; assign	None	12 Minutes	<i>Administrative Aide IV</i> Property & Procurement Section – Administrative



	control number; and input name of signatories			Division, 2F Metrology Building
	1.2 Review and record control number and its significant details for monitoring.	None	5 Minutes	<i>Administrative Officer V</i> Property & Procurement Section – Administrative Division, 2F Metrology Building
	1.3 Evaluate the request and sign to conform.	None	4 Hours	<i>End-user</i> Office of the End-user
	Note: If letter is a response from inspector's findings.			
	1.4 Further evaluation, validation and testing.	None	2 Days	<i>Inspection Committee Member</i> Office of the End-user
	1.5 Sign to endorse the request.	None	5 Minutes	<i>Division Chief</i> Office of the Division Chief
	1.6 Approve the request.	None	5 Minutes	<i>Director</i> Office of the Director, GF Metrology Building
2. Receive approved letter of request.	2.1 Fax, email or call the supplier to inform that request has been approved.	None	3 Minutes	<i>Administrative Aide IV</i> Property & Procurement Section – Administrative Division, 2F Metrology Building
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 4 Hours and 30 Minutes</b>	



## ***Records Management Section***

### **Internal Services**

#### **1. Certified True Copy of Documents**

Description of the Service: Request of ITDI officials and employees for the documents issued by the Institute to be certified true copy.

<b>Office or Division:</b>	Records Management Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	ITDI Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Original document/s		Official / employees requesting the service
2) Photocopy/ies of document to be certified (Number of copies depends on the need of the requesting official and employee)		Official / employees requesting the service



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy of the document for CTC if not filed in the Records Section but needed in the operation of ITDI.	1.1 Validate the presented original copy versus photocopied document/s.	None	20 Minutes	<i>Administrative Officer V or Administrative Officer I</i> Records Management Section Administrative Division/ 2nd Floor Metrology Building
2. Stamp “ <i>Certified True Copy</i> ” on every page of the photocopied documents that need to be certified.	2.1 No activity.	None	10 Minutes, 1 – 50 pages of documents  20 Minutes, 51-100 pages of documents	<i>Administrative Aide I or Administrative Officer 1 or Administrative Officer V</i> Records Management Section Administrative Division 2 <sup>nd</sup> Floor Metrology Building
3. No activity.	3.1 Sign the documents for Certified True Copy (CTC).	None	9 Minutes, 1 – 50 pages of documents  20 Minutes, 51-100 pages of documents	<i>Administrative Officer V or Administrative Officer I</i> Records Management Section Administrative Division/ 2nd Floor Metrology Building
	3.2 Seal the certified true copy documents, if needed.	None	5 Minutes	<i>Administrative Aide I</i> Records Management



				Section Administrative Division 2 <sup>nd</sup> Floor Metrology Building
4. Receive “ <i>Certified True Copy</i> ” documents.	3.3 Release the signed “ <i>Certified True Copy</i> ” documents to the requesting party.	None	5 minutes	<i>Administrative Officer V</i> or <i>Administrative Officer I</i> Records Management Section Administrative Division 2nd Floor Metrology Building
TOTAL:		None	1 Hour	



## 2. Retrieval of Requested Documents

ITDI officials and employees may request to borrow documents that will be used for official purpose.

<b>Office or Division:</b>	Records Management Section			
<b>Classification:</b>	Internal			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	ITDI Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Form (1 Original)		ITDI/Administrative Division/Records Management Section/2nd Floor Metrology Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the request form with the following information: <ul style="list-style-type: none"> <li>Name of the requesting party</li> <li>Division</li> <li>Date and time of request</li> <li>Description of records</li> <li>Purpose</li> </ul> Submit the accomplished request form.	1.1 Receive and review the completeness of details.	None	5 Minutes	Administrative Officer V Records Management Section Administrative Division/ 2 <sup>nd</sup> Floor Metrology Building
	1.2 Approve /Disapprove request.	None	10 Minutes	Administrative Officer V Records Management Section, Administrative Division/ 2 <sup>nd</sup> Floor Metrology Building



	1.3 Inform the requesting party if the request is disapproved .	None	5 minutes	<i>Administrative Officer I</i> Records Management Section Administrative Division/ 2nd Floor Metrology Building
	1.4 Retrieve and release documents if the request is approved	None	1 Hour	<i>Administrative Officer I</i> Administrative Aide I Records Management Section Administrative Division/ 2nd Floor Metrology Building
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour &amp; 20 Minutes</b>	

## **V. List of Services**

### **B. FINANCE AND MANAGEMENT DIVISION**

#### **External and Internal Services**





## External and Internal Services

### 1. Processing of Order of Payment

Document ordering the payment of clients and employees.

<b>Office or Division:</b>	Finance and Management Division (FMD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. Electronic System (eOP) a. Technical Service Request & Line-Item Budget for Technical Services (researcher will encode the details in the system)		ITDI/Chemicals and Energy Division (CED) or Environmental and Biotechnology Division (EBD) or Food Processing Division (FPD) or Standards and Testing Division (STD) or Packaging Technology Division (PTD) or Technological Services Division (TSD) or Materials Science Division (MSD)/Office of the Chief
II. Manual System a. List of Due and Demandable Accounts Payable for Fund Release (1 photocopy)		Funding Agency
b. Order Slip for Bid Docs/Performance Bond (1 original)		ITDI/Administrative Division/Bids and Awards Committee (BAC)/2 <sup>nd</sup> Floor Metrology Building



<p>c. Liquidation Report for refund of Cash Advance (1 original)</p> <p>d. Liquidation Report of travel for refund of IOT (1 photocopy)</p> <p>e. Prepayments (Land Bank of the Philippines)</p> <p>f. Royalty Fee/Technology Transfer</p> <p>g. Training fee</p> <p>h. Rental slip for rental of rooms and conference room</p> <p>i. Miscellaneous Income (scrap)</p> <p>j. Memorandum of Agreement for Environmental Technology Verification (1 original and 1 photocopy)</p>	<p>ITDI/All Divisions/Special Disbursing Officer</p> <p>ITDI/Chemicals and Energy Division (CED) or Environmental and Biotechnology Division (EBD) or Food Processing Division (FPD) or Standards and Testing Division (STD) or Packaging Technology Division (PTD) or Technological Services Division (TSD) or Materials Science Division (MSD)</p> <p>ITDI/Administrative Division (ADM)/Procurement and Property Management Section (PPMS)/2nd Floor Metrology Building</p> <p>ITDI/Chemicals and Energy Division (CED) or Environmental and Biotechnology Division (EBD) or Food Processing Division (FPD) or Standards and Testing Division (STD) or Packaging Technology Division (PTD) or Technological Services Division (TSD) or Materials Science Division (MSD)</p> <p>Participant</p> <p>ITDI/ADMATEL/KM-STICA</p> <p>ITDI/Administrative Division/Bids and Awards Committee (BAC)/2nd Floor Metrology Building</p> <p>ITDI/Environmental and Biotechnology Division (EBD)/Office of the Chief</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document	1.1 Receive the required documents and check for completeness	None	1 minute	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	1.2 Prepare and Issue Order of Payment 1.2.1 electronic	None	2 minutes	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	1.2.2 manual	None	5 minutes	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
2. Fill-out Client Satisfaction Measurement Form	2.1 Receive accomplished client satisfaction measurement form.	None	1 minute	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
<b>TOTAL:</b>		<b>None</b>	<b>eOP: 4 Minutes Manual: 7 minutes</b>	



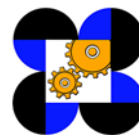
## 2. Processing of Statement of Account

Document issued to ITDI's client with outstanding accounts as per technical service request or Memorandum of Agreement. It is also being issued upon request of the client when availing ITDI services for the purpose of payment preparation.

<b>Office or Division:</b>	Finance and Management Division (FMD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2G-Government to Government, G2B-Government to Business	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Technical Service Request (1 original, 1 duplicate copy)		ITDI/Standards Testing Division (STD) or National Metrology Division (NMD) or Packaging Technology Division (PTD) or Materials Science Division (MSD) or Food Processing Division (FPD) or Chemicals and Energy Division (CED) or Environmental and Biotechnology Division (EBD) or Technological Services Division (TSD)/Receiving and Releasing Unit (RRU)
2. Memorandum of Agreement (2 certified true copies)		ITDI/Standards Testing Division (STD) or National Metrology Division (NMD) or Packaging Technology Division (PTD) or Materials Science Division (MSD) or Food Processing Division (FPD) or Chemicals and Energy Division (CED) or Environmental and Biotechnology Division (EBD) or Technological Services Division (TSD)/Receiving and Releasing Unit (RRU)
3. Training Reservation Form (1 original)		ITDI/Technological Services Division (TSD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two (2) certified true copies of Memorandum of Agreement or one (1) original and one (1) duplicate of Technical Service Request.	1.1 Receive two (2) copies of Memorandum of Agreement or Technical Service Request	None	1 minute	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	1.2 Prepare Statement of Account based on the data from the Technical Service Request or Memorandum of Agreement	None	5 Minutes	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	1.3 Review of Statement of Account prior to approval.	None	5 Minutes	<i>Accountant IV Accounting Section, FMD, Metrology Building</i>
	1.4 Approve the Statement of Account.	None	5 Minutes	<i>Chief Administrative Officer FMD, Metrology Building</i>
	1.5 Release Statement of Account to client or concerned division.	None	2 minutes	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
2. Fill-out Client Satisfaction Measurement Form	2.1 Receive accomplished client satisfaction measurement form.	None	2 Minutes	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	



## **V. List of Services**

### **C. NATIONAL METROLOGY DIVISION**

#### **External and Internal Services**



## External Services

### 1. Measuring Instrument Calibration and Measurement Service

Metrological traceability to the International System of Units (SI) is provided to measuring instruments and samples used or manufactured in the country through calibration and measurement services.

Office or Division:	National Metrology Division (NMD) – Industrial Technology Development Institute		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
F7.1.1-a Version 1 Technical Service Request (TSR) Form (one original, two photocopies)		Industrial Technology Development Institute / National Metrology Division / Receiving and Releasing Unit (RRU)  All forms can also be downloaded from this link: <a href="https://bit.ly/40BskOK">https://bit.ly/40BskOK</a>  The online version of the Client Satisfaction Measurement (CSM) can be accessed using this link: <a href="https://tinyurl.com/NMDCSM">https://tinyurl.com/NMDCSM</a>	
F7.1.1-b Version 2 On-site Technical Services Agreement Form (one original, one photocopy)			
F7.4.1 Version 1 Control Pass for Customer's Property Form (one original, one photocopy)			

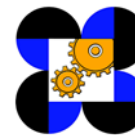


F8.6.2 Version 6 Client Satisfaction Measurement (CSM) (one original)	
F7.9 Version 1.0 NMD Complaint Form (one original)	
Measuring Instrument or Sample to be calibrated/tested	Customer
Measuring Instrument or Sample Accessories such as power cables, batteries, adapters, chargers, connectors, indicators, jigs, fittings, etc.	
Measuring Instrument or Sample Instructions/Operations Manual	
Measuring Instrument or Sample Special Requirements: <ul style="list-style-type: none"> <li>• <b>general – all battery-operated equipment and all main powered equipment</b> <ul style="list-style-type: none"> <li>○ new/fresh batteries</li> <li>○ power supply/charger/adapter</li> <li>○ power cord/cable</li> </ul> </li> <li>• <b>road tanker</b> <ul style="list-style-type: none"> <li>○ LTO Official Receipt (OR)</li> <li>○ Certificate of Registration (CR)</li> <li>○ clean internal walls of tanker</li> </ul> </li> <li>• <b>volumetric glassware</b> <ul style="list-style-type: none"> <li>○ no deep scratches</li> <li>○ no cracks</li> </ul> </li> </ul>	

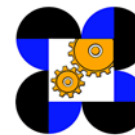




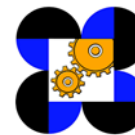
- clean and odorless
  - labeled for distinction (if submitted in bulk)
- **piston-operated pipette**
  - provided with original tips approved by the manufacturer
  - no residual liquids and dirt particles
  - no leaks
  - supplied with new batteries for digital pipettes
  - no cracks
  - not deformed, scratched, or heavily contaminated pipette shaft
- **test measure (calibration bucket)**
  - clean and odorless
  - no leaks
  - no internal and external damage, e.g., broken sight glass, rusty internal wall, deformed or dented
- **multi-delivery dispenser**
  - no residual liquids and dirt particles
  - no leaks
  - provided with original tips approved by the manufacturer
  - supplied with new batteries for motorized dispenser
  - no internal or external damage e.g., cracks, deformed, scratched, or heavily contaminated plug-in device for dispenser tip
- **hydrometer**
  - no deep scratches
  - no cracks
  - clean and odorless



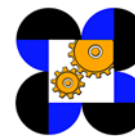
- **proving tank**
  - clean and odorless
  - no leaks
  - no internal or external damage e.g., broken sight glass, rusty internal wall, severely deformed or dented
- **flowmeter**
  - includes a power supply for devices needing over 24 V
  - comes with new batteries for battery-operated devices
  - includes an operations manual
  - comes with fittings for calibration facility installation
- **pressure calibrator/transducer/ transmitter**
  - with power supply
  - supplied with new batteries if battery-operated
  - with clear indicator
  - standard connecting port (preferably NPT connections)
- **pressure balance / dead weight pressure balance**
  - provided with clean weights
  - sufficient, clean, and compatible fluid for cross-floating (for hydraulic type)
- **pressure gauge**
  - clean, clear glass and readable indications
  - standard connecting port (preferably NPT connections)
- **sphygmomanometer**



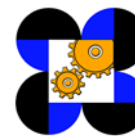
- no visible cracks and lose-thread on the valve, cuff, and pneumatic connections
- provided with cuff, inflation bulb, and standard valve
- supplied with power supply/ charger or new batteries if automated
- **load cell**
  - with indicator, cables, and connectors
- **force testing machines, push/pull gauge, dynamometer, crane scale**
  - provided with jigs and connectors compatible with load cells
- **gauge block**
  - no rust
  - no prominent scratches on the measurements faces
- **test weights**
  - clean
  - free from dust, rust, and other contaminants
  - not corroded
  - must have a proper case with serial or control number
  - must bear permanent serial/control number for cast iron weights
  - must only have one hole used only as provision for adjustment for cast iron weights
- **non-automatic weighing instruments**
  - must bear a permanent serial or control number
- **liquid-in-glass thermometers**
  - no gaps in the liquid column



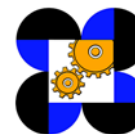
- clear graduation/marking
- clean
- no bubbles
- no cracks
- **thermo-hygrometer**
  - has an option to disable the auto-off function
  - provided with new batteries for digital thermo-hygrometer
- **digital thermometer**
  - clean
  - probe/s not defective or bent
  - clear display
  - provided with new batteries
- **digital thermometer with thermocouple probe**
  - thermocouple wire not bent
  - thermocouple wire at least 500 mm length
  - no head assembly
  - sensor diameter, 6 mm and below
- **industrial platinum resistance thermometer**
  - 4-wire
  - spade connectors
- **infrared thermometer**
  - with known emissivity
  - with a known spectral response range
  - with a known distance-to-space ratio
  - with center point measurement capability (thermal imager)
- **wood moisture meter**
  - provided with wood samples
- **rice moisture meter**



○ supplied with five pieces (500 g per piece) of different moisture contents; vacuum-packed		Industrial Technology Development Institute / National Metrology Division /Cashier Section		
Authorization Letter addressed to the NMD Chief (one original)				
Invoice (one original)				
CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Visitors' Logbook at the Security Guard's Lobby Desk.	1.1 Guard-on-Duty verifies that the customer has signed the Visitors' Logbook.	none	1 minute	Guard-on-Duty, Building Lobby, Lobby Desk, Metrology Building
2. Proceed to the Receiving Window of the RRU for assistance.	2.1 RRU Staff provides the customer with the forms for filling out and sends them for the NMD Technical Staff.	none	1 minute	Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building
3. Fill out the forms. Using one of the computers in the RRU, access the National Metrology Laboratory Information Management System (NLIMS) and fill out the online forms completely as well.  Request assistance in using	3.1 The NMD Technical Staff inspects the suitability of the equipment/sample for calibration or testing and validates the forms.  3.2 The NMD Technical	none	13 minutes (This is the average time spent to inspect and validate one measuring instrument/ sample.)	Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building



<p>NLIMS if necessary.</p> <p>The following forms are required:</p> <p>For in-house services: TSR Form, Control Pass for Customer's Property Form.</p> <p>For on-site services: TSR Form, On-site Technical Services Agreement Form.</p>	<p>Staff prints the validated forms.</p>			
<p>4. Signify agreement to the Terms and Conditions of the Service and bring the validated forms to the Receiving Window of the RRU.</p>	<p>4.1 RRU Staff assigns a TSR number to the equipment/ sample and returns the validated forms to the customer.</p>	<p>none</p>	<p>1 minute</p>	<p><i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i></p>
<p>5. Proceed to the ITDI Cashier for full payment of fees.</p> <p>If the customer requires a Statement of Account (SOA) prior to payment, proceed to the Accounting Section of the Financial Management Division to secure it. Refer to "Processing of Statement of Account."</p>	<p>5.1 ITDI Cashier processes payment of the customer</p> <p>Refer to "Issuance of Invoice (Over-the-Counter Payment)" or to "Issuance of Invoice (Direct Payment)."</p>	<p>Refer to 'NMD Schedule of Fees and Charges for Measuring Instrument Calibration and Measurement Services as of March 2025' after the service specification table.</p>	<p>5 minutes</p>	<p><i>Administrative Officer III, Cashier Section, Administrative Division / 2<sup>nd</sup> Floor Metrology Building</i></p>

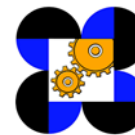


6. Present the Invoice and submit the NMD's copy of the TSR Form to the RRU Staff.	6.1 RRU Staff retrieves the NMD's copy of the TSR Form, then provides the customer with a copy of their form along with a receipt.	none	1 minute	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>
7. Surrender a copy of the Control Pass for Customer's Property Form to the Guard-on-Duty.	7.1 The Guard-on-Duty ensures the customer signs out properly in the Visitors' Logbook.	none	1 minute	<i>Guard-on-Duty, Building Lobby, Lobby Desk, Metrology Building</i>
8. Depart the premises of ITDI.	8.1 NMD Technical Staff receives the TSR Form and conducts the requested calibration and measurement service.  For on-site services, provision of actual calibration and measurement service starts upon the arrival of the NMD Technical Staff at the location on the agreed date and time.	none	20 days (paused clock)  (The processing time declared is the average time it takes to calibrate and/or test one measuring instrument).	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>

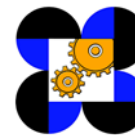


9. Sign the Visitors' Logbook at the Security Guard's Lobby Desk.	9.1 Guard-on-Duty verifies that the customer has signed the Visitors' Logbook.	none	1 minute	<i>Guard-on-Duty</i> , Building Lobby, Lobby Desk, Metrology Building
10. Proceed to the Releasing Window of the RRU for assistance and present the documents.  For in-house services: Customer's copies of the TSR Form and Control Pass for Customer's Property Form.  For on-site services: Customer's copy of the TSR Form.	10.1 RRU Staff reviews the documents to verify the status of the requested service.	none	2 minutes	<i>Supervising Science Research Specialist</i> , Receiving and Releasing Unit, Metrology Building
	10.2 For in-house services: RRU Staff returns the Control Pass for Customer's Property Form (customer's and NMD's copies) and equipment/sample.  For onsite services: RRU Staff provides the receiving copy of the calibration certificate/test report and the CSM. (Customer executes Step 12)	none	1 minute	<i>Supervising Science Research Specialist</i> , Receiving and Releasing Unit, Metrology Building
11. Inspect the equipment/sample. If no irregularity is found, fill out the	11.1 RRU Staff provides the receiving copy of the	none	1 minute	<i>Supervising Science Research Specialist</i> , Receiving and Releasing





<p>'Exit Pass' portion of the Control Pass for Customer's Property Forms, indicate in the 'Remark' the statement "Item(s) received in good condition.", and affix signature.</p>	<p>calibration certificate/test report and the CSM.</p>			<p>Unit, Metrology Building</p>
<p>12. Fill out the CSM and drop it in the Feedback Dropbox (or answer the online version of the CSM). Inspect the receiving copy of the calibration certificate/test report for any discrepancies. If no discrepancy is found, affix a signature on each page of the receiving copy and return it to the RRU Staff.</p> <p>Request for the NMD Complaint Form from the RRU staff or download it online for complaints.</p>	<p>12.1 RRU Staff hands over the original copy of the calibration certificate/test report to the customer.</p>	<p>none</p>	<p>1 minute</p>	<p><i>Supervising Science Research Specialist,</i> Receiving and Releasing Unit, Metrology Building</p>
<p>13. Surrender the Control Pass for Customer's Property Forms, if applicable, to the Guard-on-Duty.</p>	<p>13.1 The Guard-on-Duty signs the Control Pass for Customer's Property Form, then provides the customer with their copy of the form.</p>	<p>none</p>	<p>1 minute</p>	<p><i>Guard-on-Duty,</i> Building Lobby, Lobby Desk, Metrology Building</p>



14. Depart the premises of ITDI.	14.1 RRU Staff encodes and archives the calibration certificate/test report.	none	1 minute	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>
<b>TOTAL:</b>		<b>Refer to 'NMD Schedule of Fees and Charges for Measuring Instrument Calibration and Measurement Services as of March 2025' after the service specification table.</b>	<b>20 days, 31minutes</b>	

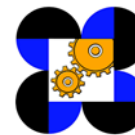
**Measuring Instrument Calibration and Measurement Services qualified for multi-stage processing.**



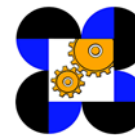
**NMD SCHEDULE OF FEES AND CHARGES FOR MEASURING INSTRUMENT CALIBRATION  
AND MEASUREMENT SERVICES  
As of March 2025**

**Electricity, Time, Frequency, and Photometry**

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Conductivity Meter	0.1 $\mu$ S (minimum)	845.00
Centrifuge	Up to 18,000 r/min	800.00
DC Voltage Standard (per voltage level)	1.018 V and 10 V	5,590.00
Decade Resistance Box (per dial)	0 $\Omega$ to 100 M $\Omega$	1,140.00
Double Bridge	Up to 100 M $\Omega$	2,500.00
Earth Tester	Up to 100 M $\Omega$	1,350.00
	per succeeding range	400.00
Frequency Calibrator	Up to 225 MHz	2,700.00
Frequency Counter	10 MHz	1,550.00
GPS Receiver	1 pps	9,000.00
Ground Strap Tester / Checker	Up to 100 M $\Omega$	800.00
Illuminance / Lux / Light Meter	(380 to 2000) lux	2,600.00
Insulation Tester	Up to 1000 V	1,050.00
	per succeeding range	350.00
Kelvin Bridge	Up to 100 M $\Omega$	2,500.00

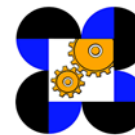


mA Calibrator	Up to 1000 mA	1,890.00
Megohmmeter / Megger Tester	Up to 1000 V	1,090.00
	per succeeding range	350.00
Multimeter, Digital	4 ½ digits; Up to 1000 Vdc; Up to 650 Vac; Up to 1 A AC/DC; Up to 100 MΩ	2,500.00
	6 ½ digits; Up to 1000 Vdc; Up to 650 Vac; Up to 1 A AC/DC; Up to 100 MΩ	17,000.00
pH Meter	0 to 14 pH	845.00
pH Simulator	0 to 14 pH	845.00
Process Calibrator (input/output)	Up to 1000 Vdc; Up to 650 Vac; Up to 1 A AC/DC; Up to 100 MΩ	4,900.00
Puncture Tester	Up to 5 kV AC/DC; Up to 1 A AC/DC; Up to 100 MΩ	1,700.00
Resistance Bridge / Wheatstone Bridge	1 Ω to 10 MΩ	1,700.00
Stopwatch / Timer	15 Minutes (minimum)	800.00
Standard Resistor (by Ratio)	1 Ω to 1 MΩ	6,500.00
Stroboscope	Up to 99,000 r/min	800.00
Tachometer (non-contact type)	Up to 18,000 r/min	800.00
Time Mark Generator	Up to 225 MHz	2,450.00



## Pressure

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Absolute Pressure Calibrator	0.1 MPa to 100 MPa	6,110.00
Absolute Pressure Industrial Gauge	0.1 MPa to 100 MPa	975.00
Absolute Pressure Test Gauge	0.1 MPa to 100 MPa	3,055.00
Hydraulic Pressure Balance / Deadweight Tester	0.1 MPa to 100 MPa	20,150.00
Hydraulic Pressure Calibrator	0.1 MPa to 100 MPa	6,110.00
Hydraulic Pressure Gauge	0.1 MPa to 100 MPa	975.00
Hydraulic Pressure Test Gauge	0.1 MPa to 100 MPa	3,055.00
Pneumatic Pressure Balance	0 bar to 40 bar	20,150.00
Deadweight Pressure Tester	0 bar to 40 bar	20,150.00
Pneumatic Pressure Calibrator	0 bar to 200 bar	6,110.00
Pneumatic Pressure Gauge	0 bar to 20 bar	975.00
Pneumatic Pressure Test Gauge	0 bar to 20 bar	3,055.00
Testing of Sphygmomanometer	0 mmHg to 250 mmHg	1,300.00
Vacuum Calibrator	0 bar to -1 bar	6,200.00
Vacuum Gauge	0 bar to -1 bar	975.00
Vacuum Test Gauge	0 bar to -1 bar	3,055.00

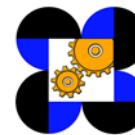


## Force

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Testing Machines	Up to 2000 kN (5 test pts. per range)	3,700.00
	per additional test point	750.00
Durometer A	0 HA to 90 HA	780.00
Durometer D	0 HD to 90 HD	1,560.00

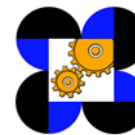
## Length and Dimensional Metrology

Type of Equipment / Device	Range or Capacity	Calibration Fee per Piece (PHP)
Gauge Block Grade 0 (Steel)	0.5 mm to 100 mm	1,160.00
Gauge Block Grade 1 (Steel)		1,030.00
Gauge Block Grade 2 (Steel)		1,030.00



## Contact Thermometry

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Digital Thermometer	-70 °C to +250 °C (first 4 cal. points)	2,180.00
	per additional cal. point	650.00
	per additional probe	1,090.00
Industrial Platinum Resistance Thermometer	-70 °C to +250 °C (first 6 cal. points)	11,700.00
	per additional cal. point	975.00
Liquid-in-Glass Thermometer	-70 °C to +250 °C (first 4 cal. points)	2,180.00
	per additional cal. point	650.00
(Wall / Refrigerator / Bimetallic) Thermometer	-70 °C to +250 °C (first 4 cal. points)	1,820.00
	per additional cal. point	650.00
Thermocouple with Indicator	300 °C to 1000 °C (per cal. point)	2,150.00



## Non-Contact Thermometry

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Infrared Thermometer	Low-range: (20, 25, 30, 35, 50, 65, 70, 100) °C	2,800.00
	High-range: (50, 100, 150, 200, 250, 300, 350, 400) °C	2,800.00
	Body temperature-range: (30, 35, 37, 39, 42) °C	2,800.00

## Enclosures

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Furnace	300 °C to 1000 °C (first cal. point)	2,730.00
	per additional cal. point	1,400.00
Oven / Freezer / Incubator / Cold Storage / Walk-in Enclosures / Water Bath / Refrigerator, etc.	-70 °C to +250 °C (first cal. point)	2,730.00
	per additional cal. point	1,400.00





## Humidity

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Thermo-hygrometer	(20, 25, 30) °C; (40, 60 and 80) %rh at 23 °C	1,274.00
Thermo-hygrograph	(20, 25, 30) °C; (40, 60 and 80) %rh at 23 °C	3,822.00

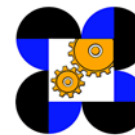
## Moisture

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)	Remarks
Wood Moisture Meter	9 % to 21 %	840.00	Test
Rice / Grain Moisture Meter	9 % to 21 %	2,500.00	Calibration; 5 samples of varying moisture content
Rice / Grain Moisture Meter	9 % to 21 %	1,800.00	Test; 1 sample



## Volume

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Burette	0.1 mL to 100 mL (5 cal. points)	689.00
Volumetric Flask	1 mL to 5000 mL	689.00
Multiple Delivery Dispenser	1 $\mu$ L to 100000 $\mu$ L (5 cal. points)	1,900.00
Piston Pipette	1 $\mu$ L to 10000 $\mu$ L (3 cal. points)	1,900.00
	per addition cal. point	630.00
Pipette	0.1 mL to 100 mL	689.00
Proving Tanks (Gravimetric)	up to 500 L	5,200.00
Proving Tanks (Volumetric)	100L to 400L	3,500.00
Proving Tanks (Volumetric)	>400L to 2000 L	3,500.00
Proving Tanks (Volumetric)	>2000 L to 5000 L	4,500.00
Road Tankers (Volume capacity determination)	up to 10000 L	920.00
	>10000 L to 15000 L	1,370.00
	>15000 L to 20000 L	1,840.00
	>20000 L to 25000 L	2,300.00
	>25000 L to 30000 L	2,750.00



	>30000 L to 35000 L	3,200.00
	>35000 L to 40000 L	3,650.00
	>40000 L to 45000 L	4,100.00
	>45000 L to 50000 L	4,200.00
Test Measure (Gravimetric)	5 L , 10 L , 20 L	2,340.00
Test Measure (Volumetric)	5 L , 10 L	390.00
Test Measure (Volumetric)	20 L	780.00

### Fluid Flow

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Flowmeter	Water: 1 L/min to 2000 L/min (5 cal. points)	3,360.00
	Air: 0.2 m/s to 25 m/s (5 cal. points)	3,360.00

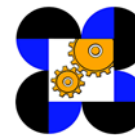
### Density

Type of Equipment / Device	Range or Capacity	Calibration Fee (PHP)
Hydrometers	(600 to 2000) kg/m <sup>3</sup>	1,200.00



## Mass Standards

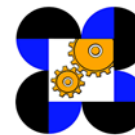
Class / Type	Range	Calibration Fee per Piece (PHP)	Remarks
OIML Class E2	1 mg to 50 g	1,090.00	DAkkS Certificate (1 mg to 1 kg only)  NML Certificate (2 kg to 50 kg)
	100 g to 500 g	1,480.00	
	1 kg to 10 kg	1,660.00	
	20 kg to 50 kg	1,990.00	
OIML Class F1 / F2	1 mg to 50 g	600.00	DAkkS Certificate (1 mg to 50 kg only)  NML Certificate (100 kg to 200 kg)
	100 g to 500 g	650.00	
	1 kg to 10 kg	950.00	
	20 kg to 50 kg	1,050.00	
	100 kg to 200 kg	2,100.00	
OIML Class M1 / M2 / M3	1 mg to 500 g	450.00	DAkkS Certificate (1 mg to 50 kg only)  NML Certificate (100 kg to 200 kg)
	1 kg to 10 kg	600.00	
	20 kg to 50 kg	700.00	
	100 kg to 200 kg	1,500.00	
	500 kg	2,100.00	
Free Nominal (Stainless Steel)	1 mg to 50 g	600.00	DAkkS Certificate



	> 50 g to 500 g	650.00	(1 mg to 50 kg only)
	> 500 g to 10 kg	950.00	NML Certificate (100 kg to 200 kg)
	> 10 kg to 50 kg	1,050.00	
	> 50 kg to 200 kg	2,100.00	
Free Nominal (Other Materials)	1 mg to 500 g	450.00	DAkkS Certificate (1 mg to 50 kg only)
	> 500 g to 10 kg	600.00	
	> 10 kg to 50 kg	700.00	NML Certificate (100 kg to 500 kg)
	> 50 kg to 200 kg	1,500.00	
	> 200 kg to 500 kg	2,100.00	

### Nonautomatic Weighing Instruments (NAWI)

Type of Service	Range / Accuracy Class	Calibration Fee per Piece (PHP)	Remarks
Calibration of NAWI, electronic type only (on-site calibration)	Up to 2 kg (using OIML Class E <sub>2</sub> )	2,000.00	DAkkS Certificate (up to 600 g only)
			NMD Certificate (>600 g up to 2 kg)
	Up to 60 kg (using OIML Class F <sub>1</sub> )	1,530.00	DAkkS Certificate (up to 20 kg only)



			NMD Certificate (>20 kg up to 60 kg)
	Up to 200 kg (using OIML Class F <sub>2</sub> )	1,530.00	DAkkS Certificate (up to 60 kg only)
			NMD Certificate (>60 kg up to 200 kg)
	Up to 300 kg (using OIML Class M <sub>1</sub> )	1,530.00	NMD Certificate
Testing of NAWI, electronic and mechanical types	High Accuracy* (using OIML Class F <sub>2</sub> ; 1 tonne)	1,200.00	NMD Certificate
	Medium Accuracy* & Ordinary Accuracy* (using OIML Class M <sub>1</sub> and substitution material; 1 tonne)	1,080.00	
	*per additional tonne	20.00	

### On-Site Calibration Service

Within 50 km radius from NML per day per team	<b>PHP 2,000.00</b>
More than 50 km radius from NML per day per team	<b>PHP 3,000.00</b>



## 2. Proficiency Testing Program

The Proficiency Testing (PT) Program is a method to validate a particular measurement process. It aims to assess the reliability of the participating laboratories' measurement results, validate their analytical capabilities, demonstrate metrological equivalence to the National Metrology Division (NMD) of the Industrial Technology Development Institute (ITDI), and ensure the harmonization of measurements throughout the country.

Office or Division:	National Metrology Division (NMD) – Industrial Technology Development Institute		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
PT Protocol (one original)		Industrial Technology Development Institute / National Metrology Division / Receiving and Releasing Unit (RRU)  PT Technical Protocol and registration link can be accessed in <a href="https://itdi.com.ph/web/#calibrationandmeasurement">https://itdi.com.ph/web/#calibrationandmeasurement</a>  PT Terms and Conditions Form is sent to the registered participants via email.  The online version of the Client Satisfaction Measurement (CSM) can be accessed using this link: <a href="https://tinyurl.com/NMDCSM">https://tinyurl.com/NMDCSM</a>	
PT Terms and Conditions Form (one original)			
F7.1.1-a Version 1 Technical Service Request (TSR) Form (one original, two photocopies)			
F8.6.2 Version 6 Client Satisfaction Measurement (CSM) (one original)			
F7.9 Version 1.0 NMD Complaint Form (one original)			
PT material		Industrial Technology Development Institute / National Metrology Division	

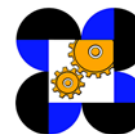


Invoice (one original)		Industrial Technology Development Institute / National Metrology Division / Cashier's Office		
CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit the ITDI customer portal at <a href="http://nlimstechservices.itdi.ph/pt-services">http://nlimstechservices.itdi.ph/pt-services</a> to register for the Proficiency Testing (PT) schemes. For inquiries, send an email to <a href="mailto:proficiencytesting@itdi.dost.gov.ph">proficiencytesting@itdi.dost.gov.ph</a> (for calibration) or <a href="mailto:mic@itdi.dost.gov.ph">mic@itdi.dost.gov.ph</a> (for chemical testing).</p> <p>If mode of payment chosen is ePayment, email signed copy of TSR form at <a href="mailto:mic@itdi.dost.gov.ph">mic@itdi.dost.gov.ph</a>. Proceed to Step 10.</p>	<p>1.1 PT Coordinator evaluates the application. Once approved, the PT Coordinator validates the technical request. TSR Form will be generated automatically by the system and will be sent via registered email.</p> <p>1.2 PT Coordinator prints 3 copies of signed TSR Form and submits it to the ITDI Cashier Section for issuance of ePayment instructions to be sent via email.</p>	none	1 hour	<i>Senior Science Research Specialist, Proficiency Testing Unit, Metrology Building</i>
<p>2. Sign the Visitors' Logbook at the Security Guard's Lobby Desk.</p>	<p>2.1 Guard-on-Duty verifies that the customer has signed the Visitors' Logbook.</p>	none	1 minute	<i>Guard-on-Duty, Building Lobby, Lobby Desk, Metrology Building</i>
<p>3. Proceed to the Receiving Window of the RRU for</p>	<p>3.1 RRU Staff provides the customer with the</p>	none	2 minutes	<i>Supervising Science Research Specialist,</i>





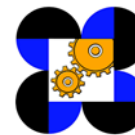
assistance.	forms for filling out and sends for the NMD Technical Staff.			<i>Receiving and Releasing Unit, Metrology Building</i>
4. Inform the NMD Technical Staff of the PT scheme and TSR no. Discuss with the PT Coordinator any additional concerns and inquiries.	4.1 PT Coordinator prints the TSR Forms and gives them to the customer.	none	43 minutes	<i>Senior Science Research Specialist, Proficiency Testing Unit, Metrology Building</i>
5. Examine whether the contents of the TSR form are correct. If there are corrections, inform the PT Coordinator	5.1 PT Coordinator addresses the concern of the customer, if any.	none	1 minutes	<i>Senior Science Research Specialist, Proficiency Testing Unit, Metrology Building</i>
6. Proceed to the ITDI Cashier for full payment of fees.  If the customer requires a Statement of Account (SOA) before payment, proceed to the Accounting Section of the Financial Management Division to secure it. Refer to "Processing of Statement of Account."	6.1 ITDI Cashier processes payment of the customer  Refer to "Issuance of Invoice (Over-the-Counter Payment)" or to "Issuance of Invoice (Direct Payment)."	Refer to 'NMD Schedule of Fees and Charges for Proficiency Testing Program – Interlaboratory Comparison' after the service specification table.	5 minutes	<i>Administrative Officer III, Cashier Section, Administrative Division / 2<sup>nd</sup> Floor Metrology Building</i>
7. Present the Invoice and submit the NMD's copy of the TSR Form.	7.1 RRU staff retrieves the NMD's copy of the TSR Form, then provides the customer with a copy of their form along with a receipt.	none	1 minute	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>



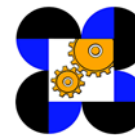
8. Sign out in the Visitors' Logbook at the Security Guard's Lobby Desk.	8.1 The Guard-On-Duty ensures that the customer signs out properly in the Visitors' Logbook.	none	1 minute	<i>Guard-on-Duty</i> , Building Lobby, Lobby Desk, Metrology Building
9. Depart the premises of ITDI	9.1 PT Coordinator and/or NMD Technical Staff receive the TSR Form and register the customer in the PT scheme.	none	24 minutes	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building
10. Attend the Pre-PT Workshop.	10.1 PT Coordinator and NMD Technical Staff conduct the workshop and update the PT Protocol, if needed.	none	4 hours	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building
	10.2 PT Coordinator and NMD Technical Staff prepare the PT plan.	none	3 hours	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building
11. Conduct the PT based on the PT Protocol and submit the measurement results.	11.1 PT Coordinator and NMD Technical Staff send out the PT materials. They gather the customers' measurement results and prepare and send out the interim reports.	none	160 days (paused clock)	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building



12. Review the interim report and provide feedback to the PT Coordinator.	12.1 PT Coordinator and NMD Technical Staff gather feedback from all participants.	none	5 days (paused clock)	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building
	12.2 PT Coordinator and NMD Technical Staff revise the interim reports and send out the final version of the interim reports.	none	1 day	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building
	12.3 PT Coordinator and NMD Technical Staff prepare Draft A of the PT Report and send it to all participants.	none	10 days	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building
13. Review Draft A and provide feedback to PT Coordinator.	13.1 PT Coordinator and NMD Technical Staff gather feedback from all participants.	none	5 days (paused clock)	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building
	13.2 PT Coordinator and NMD Technical Staff revise Draft A and send out Draft B to all participants.	none	1 day	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building
14. Confirm acceptance of Draft B and its contents via email.	14.1 PT Coordinator facilitates the approval of Draft B by the NMD Chief as the final PT	none	5 days (paused clock)	<i>Senior Science Research Specialist</i> , Proficiency Testing Unit, Metrology Building



	Report. 14.2 PT Coordinator sends out the electronic copies of the PT Report and the invitation for the Concluding Workshop.	none	1 hour	<i>Senior Science Research Specialist, Proficiency Testing Unit, Metrology Building</i>
15. Attend the PT Program Concluding Workshop. Fill out the CSM Form and drop it in the Feedback Dropbox (or answer the online version of the CSM).  Arrange pick-up of the hard copy of the final report as soon as it becomes available.  Request the NMD Complaint Form from the RRU staff or download it online for complaints.	15.1 PT Coordinator and NMD Technical Staff conduct the workshop and distribute CSM Form to participants.  15.2 Issue signed hard copies of the PT Report.	none	5 hours	<i>Senior Science Research Specialist, Proficiency Testing Unit, Metrology Building</i>
<b>TOTAL:</b>		<b>Refer to the 'NMD Schedule of Fees and Charges for Proficiency Testing Program – Interlaboratory Comparison' after the service</b>	<b>188 days, 7 hours, and 21 minutes</b>	



	specification table.		
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Proficiency Testing Program is qualified for multi-stage processing.

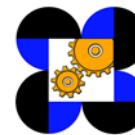


## NMD SCHEDULE OF FEES AND CHARGES FOR PROFICIENCY TESTING PROGRAM – INTERLABORATORY COMPARISON

### A. CHEMISTRY

#### PROFICIENCY TESTING PROGRAM FOR CHEMICAL LABORATORIES As of November 2023

Analyte/Matrix	Participation Fee, (PHP)
Benzoic acid in Mango Juice	9,000.00
Histamine in Canned Tuna	12,800.00
Histamine in Dried Fish	12,800.00
As and Hg in Drinking Water	8,800.00
Pb, Cd, Fe and Cu in Drinking Water	9,300.00
Sulfite in Dried Mango	8,300.00
Salbutamol in Meat	17,800.00
Ca, Mg and Zn in Drinking Water	12,800.00
Co, Mn and Ni in Drinking Water	9,800.00
Sulfite in Desiccated Coconut	12,500.00
Chlorpyrifos and Phenthoate in Marcos	15,350.00
Chloramphenicol in Fish	17,200.00
AOZ in Fish	13,600.00
Ethoxyquin in Chicken	11,500.00

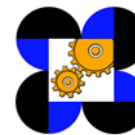


Cypermethrin in Mango	14,800.00
Benz[a]anthracene and Benzo[a]pyrene in Coconut Oil	9,900.00
Arsenic (As), Total Mercury (Hg), Cadmium (Cd), and Lead (Pb) in Tuna	21,200.00
Arsenic (As), Cadmium (Cd), and Lead (Pb) in Rice	18,800.00
Organochlorine Pesticides in Cucumber	15,800.00
AMTZ in Fish	13,600.00

Participation Fee = Php 1,800 (PT Cost + RM Cost)

Example: Participation Fee = Sulfite in Desiccated Coconut PT Scheme  
= Php 1,800.00 + 10,700.00 = Php 12,500.00

The participation fees are based on DOST Administrative Order No. 008 Series of 2022 and DOST Administrative Order No. 014 Series of 2023.



## B. PHYSICS

### PROFICIENCY TESTING PROGRAM FOR CALIBRATION LABORATORIES As of August 2024

Inter-Laboratory Comparison on the Calibration of:	Description of Artifact(s)	Measurement Range / Test Points
Electronic Balance	Analytical Balance: Max. Cap.: 220 g, d = 0.1 mg	Test Loads: 20 mg, 200 mg, 100 g, 150 g & 200 g
Test Measure	Stainless Steel Test Measure; 10 L capacity with 20 mL graduation; Type: To deliver / Ex	10 L; Volumetric
Piston-operated Volumetric Apparatus	Single channel piston-operated pipette with air cushion and variable volume	100 $\mu$ L, 500 $\mu$ L, 1000 $\mu$ L
Volumetric Glassware	Volumetric Flask Class A, To contain / TC	25 mL
Digital Stopwatch	Digital Stopwatch; 7 digits, 1/100th of a second resolution display, measurable up to 9 hours 59 minutes 59 seconds and 99/100 second	15 min
Digital Pressure Gauge	Digital Pressure Gauge: Measurement range: 0 to 20 bar; Resolution: 0.01 bar; Accuracy: 0.02 % of Full Scale	0 bar to 20 bar; pneumatic





Thermo-hygrometer	Digital thermo-hygrometer; Temperature Measurement range: 0 °C to 60 °C Resolution: 0.1 °C; Relatively Humidity Measurement range: 0 % to 100 % Resolution: 0.1 %	Temperature: 20 °C, 25 °C, 30 °C RH: 40 %, 60 %, 80 % at 23 °C
Digital Micrometer	Digital 0 mm to 25 mm × 0.001 mm	0 mm to 25 mm
Digital Thermometer	Resolution: 0.01 °C	- 30 °C to 250 °C
Enclosure Calibration	Oven	130 °C

## COMPUTATION OF FEE FOR PHYSICS

Based on DOST Administrative Order No. 014 Series of 2024

The fees and charges shall be the sum of baseline and miscellaneous fee and charges, calculated using the following formula:

$$PT\ Fee = \frac{Cal\ Fee(n + 1)}{n} + \frac{6 \times Cal\ Fee}{n} + 9000$$

Where:

- A.** Baseline Fee (1<sup>st</sup> and 2<sup>nd</sup> term of the formula): The fees arise from the calibration and characterization processes conducted by DOST agency for the transfer standard or artifact. This fee is distributed among the participants.

**Cal Fee** - The calibration fees carried out by DOST agency throughout the entire PT program. The calibration fee is in accordance with DOST AO No. 012 series of 2017, or if superseded by latest DOST Administrative Order on calibration fees and charges.



$n$  – Number of participants involved in the PT program

- B.** Miscellaneous fee (3<sup>rd</sup> term of the formula): A fixed amount that covers the combined expenses of PS and MOOE involved in organizing the PT program. MOOE covers costs related to supplies, materials, and insurance for the transfer standard or artifact during transport.

The resulting fees and charges computed is rounded up to the nearest hundreds.

### SAMPLE COMPUTED FEES

No.	Proficiency Testing (PT) Service	Calibration Fee, PhP	Number of Participants (n)	Baseline Fee, PhP	Miscellaneous Fee, PhP	Fees and Charges, PhP
1	<b>Calibration of Piston-operated Volumetric Apparatus (POVA)</b> (3 Test Points)	1,900.00	10 (typical)	3,300.00	9,000.00	<b>12,300.00</b>
2	<b>Calibration of Laboratory Glasswares</b> (1 test point)	689.00	10 (typical)	1,200.00	9,000.00	<b>10,200.00</b>

This is a sample computation for PT service with 10 participants. The final PT fees and charges will be determined after the PT application period, which will indicate the number of PT participants.

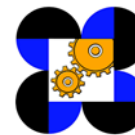
For the calibration fee, refer to the table “NMD SCHEDULE OF FEES AND CHARGES FOR MEASURING INSTRUMENT CALIBRATION AND MEASUREMENT SERVICES as of March 2025”



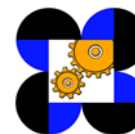
### 3. Sale of Reference Materials

Metrological traceability to the International System of Units (SI) is provided to specific testing services in the country through the use of reference materials (RM) and certified reference materials (CRM).

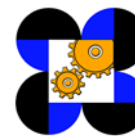
Office or Division:	National Metrology Division (NMD) – Industrial Technology Development Institute		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
F7.1.1-a Version 1 Technical Service Request (TSR) Form (one original, two photocopies)		Industrial Technology Development Institute / National Metrology Division / Receiving and Releasing Unit (RRU)  The list of available reference materials can be accessed through <a href="https://itdi.com.ph/web/#calibrationandmeasurement">https://itdi.com.ph/web/#calibrationandmeasurement</a>  The online version of the Client Satisfaction Measurement (CSM) can be accessed using this link: <a href="https://tinyurl.com/NMDCSM">https://tinyurl.com/NMDCSM</a>	
F8.6.2 Version 6 Client Satisfaction Measurement (CSM) (one original)			
F7.9 Version 1.0 NMD Complaint Form (one original)			
Quotation Form (if requested)		Industrial Technology Development Institute / National Metrology Division /Metrology in Chemistry Section (MiC)  Forms will be provided by NMD staff.	
Order Receipt Form (one original)			



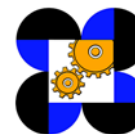
Reference Material				
Copy of the Validated TSR Form (hard copy or email)		Customer		
Invoice (one original)		Industrial Technology Development Institute / National Metrology Division /Cashier's Office		
CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the ITDI customer portal <a href="http://nlimstechservices.itdi.ph/reference-materials">http://nlimstechservices.itdi.ph/reference-materials</a> to view the available reference materials.  For quotation, send an email to <a href="mailto:mic@itdi.dost.gov.ph">mic@itdi.dost.gov.ph</a> .	1.1 NMD Technical Staff acknowledges the e-mail and prepares the quotation if needed by the customer	none	10 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
	1.2 MiC Section Head validates and signs the quotation.	none	1 minute	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
	1.3 NMD Technical Staff sends the quotation and TSR Form to the customer through email.	none	1 minute	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>



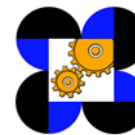
2. Fill out the required information in the ITDI customer portal and take note of the TSR No. generated.  If mode of payment chosen is ePayment, email signed copy of TSR form at <a href="mailto:mic@itdi.dost.gov.ph">mic@itdi.dost.gov.ph</a> . Proceed to Step 9.	2.1 NMD Technical Staff evaluates and validates the technical request. TSR Form will be generated automatically by the system and will be sent via email.	none	11 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
	2.2 NMD Technical Staff prints 3 copies of signed TSR Form and submits it to the ITDI Cashier Section for issuance of ePayment instructions to be sent via email.	none	11 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
3. Sign the Visitors' Logbook at the Security Guard's Lobby Desk.	3.1 Guard-on-Duty verifies that the customer has signed the Visitors' Logbook.	none	1 minute	<i>Guard-on-Duty, Building Lobby, Lobby Desk, Metrology Building</i>
4. Proceed to the Receiving Window of the RRU for assistance. Inform the RRU Staff of the intent to purchase an RM and provide the TSR Number.	4.1 RRU Staff provides the customer with the forms for filling out and sends for the NMD Technical Staff.	none	2 minutes	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>
	4.2 The NMD Technical Staff prints the TSR form and proceeds to the RRU.	none	5 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>



	4.3 The NMD Technical Staff gives the TSR form and orients the customer on RMs, including the procedure regarding the dispatch of the RM.	none	21 minutes	
5. Proceed to the ITDI Cashier for full payment of fees.  If the customer requires a Statement of Account (SOA) prior to payment, proceed to the Accounting Section of the Financial Management Division to secure it. Refer to "Processing of Statement of Account."	5.1 ITDI Cashier processes payment of the customer  Refer to "Issuance of Invoice (Over-the-Counter Payment)" or to "Issuance of Invoice (Direct Payment)."	Refer to 'List of Available Matrix Reference Materials as of November 2023' after the service specification table.	5 minutes	<i>Administrative Officer III, Cashier Section, Administrative Division / 2<sup>nd</sup> Floor Metrology Building</i>
6. Present the Invoice and submit NMD's copy of the TSR Form to the RRU Staff.	6.1 RRU Staff retrieves the NMD's copy of the TSR Form, then provides the customer with a copy of their form along with a receipt.	none	1 minute	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>
7. Sign out in the Visitors' Logbook at the Security Guard's Lobby Desk.	7.1 The Guard-On-Duty ensures that the customer signs out properly in the Visitors' Logbook	none	1 minute	<i>Guard-on-Duty, Building Lobby, Lobby Desk, Metrology Building</i>



8. Depart the premises of ITDI	8.1 RRU Staff encodes and files the details of the RM ordered.	none	10 minutes	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>
	8.2 NMD Technical Staff prepares the requested RM for dispatch.	none	1 day	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
	8.3 NMD Technical Staff informs the customer via email and mobile number that the RM is ready for pick-up.	none	2 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
9. Arrange pick-up of RM at NMD. Inform NMD Technical Staff of the details of the arrangement and identity of the person picking up the RM.	9.1 NMD Technical Staff endorses the RM and Order Receipt Form to the person picking up the RM.	none	10 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
	9.2 NMD technical staff sends a soft copy of the CSM Form and the link to the online version of the CSM Form.	none	1 minute	
10. Receive the RM. Fill out the Order Receipt Form and CSM (or answer the online version of the CSM). Email scanned copies to:	10.1 NMD technical staff acknowledges the e-mail and encodes and archives the Order Receipt Form.	none	1 minute	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>



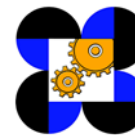
<a href="mailto:mic@itdi.dost.gov.ph">mic@itdi.dost.gov.ph</a>  Request the NMD Complaint Form from the RRU staff or download it online for complaints.				
<b>TOTAL:</b>		<b>Refer to 'List of Available Matrix Reference Materials as of November 2023' after the service specification table.</b>	<b>1 day, 1 hour and 34 minutes</b>	



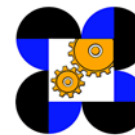


**LIST OF AVAILABLE MATRIX REFERENCE MATERIALS  
As of November 2023**

PRM Code	Analyte/Matrix/Certified value	Unit Quantity	Price*
PRM 0901	Ca, Mg and Zn in Drinking Water	1 x 120 mL	₱ 11,000
PRM 1001	Co, Mn, and Ni in Drinking Water	1 x 120 mL	₱ 8,000
PRM 0101	Benzoic Acid in Mango Juice	1 x 30 g	₱ 7,200
PRM 0201	Histamine in Canned Tuna	1 x 25 g	₱ 11,000
PRM 0202	Histamine in Dried Fish	1 x 30 g	₱ 11,000
PRM 0501	Sulfite in Dried Mango	1 x 200 g	₱ 6,500
PRM 0502	Sulfite in Desiccated Coconut	1 x 100 g	₱ 10,700
PRM 0601	Salbutamol in Meat	1 x 20 g	₱ 16,000



PRM 0701	Chlorpyrifos and Phenthoate in Mango <sup>+</sup>	1 x 25 g	₱ 13,550
PRM 1101	Calcium (Ca) Calibration Solution	1 x 100 ml	₱ 2,200
PRM 1201	Lead (Pb) Calibration Solution	1 x 100 ml	₱ 2,400
PRM 1401	Chloramphenicol in Fish	1 x 4 g	₱ 15,400
PRM 1501	AOZ in Fish <sup>++</sup>	1 x 4 g	₱ 11,800
PRM 1601	Magnesium (Mg) Calibration Solution	1 x 120 ml	₱ 2,800
PRM 1701	Zinc (Zn) Calibration Solution	1 x 120 ml	₱ 2,900
PRM 1801	Ethoxyquin in Chicken	1 x 20 g	₱ 9,700
PRM 1901	Cypermethrin in Mango <sup>+</sup>	1 x 20 g	₱ 13,000
PRM 2201	Benz[a]anthracene and Benzo[a]pyrene in Coconut Oil <sup>+++</sup>	1 x 20 ml	₱ 8,100
PRM 2001	Arsenic (As), Total Mercury (Hg), Cadmium (Cd), and Lead (Pb) in Tuna	1 x 18 g	₱ 19,400



PRM 2101	Arsenic (As), Cadmium (Cd), and Lead (Pb) in Rice	1 x 45 g	₱ 17,000
PRM 2801	Organochlorine Pesticides in Cucumber++++	1 x 5 g	₱ 14,000
PRM 2901	AMAZ in Fish++	1 x 4 g	₱ 11,800

Calculations for succeeding RMs of the same matrix with additional analytes:

- + Pesticides in mango: base price for 1 pesticide = ₱ 13,000; additional pesticide = ₱ 550
- ++ Nitrofurantol metabolites (NFs) in fish: base price for 1 NF metabolite = ₱ 11,800; additional NF metabolite = ₱ 600
- +++ PAHs in Coconut Oil: base price for 1 PAH = ₱ 7,600; additional PAH = ₱ 500
- ++++ Pesticides in Cucumber: base price for 1 pesticide = ₱ 12,900; additional pesticide = ₱550

The price of reference materials is based on DOST Administrative Order No. 008 Series of 2022 and DOST Administrative Order No. 014 Series of 2023.



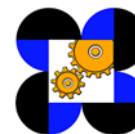
## 4. Use of Equipment

Use of equipment are provided to assist with the technical needs of R&D activities.

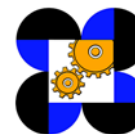
Office or Division:	National Metrology Division (NMD) – Industrial Technology Development Institute	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Sample/s to process		Customer
F7.1.1-a Version 1 Technical Service Request (TSR) Form (one original, two photocopies)		Industrial Technology Development Institute / National Metrology Division / Receiving and Releasing Unit (RRU)  The online version of the Client Satisfaction Measurement (CSM) can be accessed using this link: <a href="https://tinyurl.com/NMDCSM">https://tinyurl.com/NMDCSM</a>
F8.6.2 Version 6 Client Satisfaction Measurement (CSM) (one original)		
Service Completion Form (Use of Equipment) (one original)		Industrial Technology Development Institute / National Metrology Division
Invoice (one original)		Industrial Technology Development Institute / National Metrology Division / Cashier’s Office



CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Visitors' Logbook at the Security Guard's Lobby Desk.	1.1 Guard-on-duty verifies that the customer has signed the Visitors' Logbook.	None	1 minute	<i>Guard-on-Duty</i> , Building Lobby, Lobby Desk, Metrology Building
2. Proceed to the Receiving Window of the RRU for assistance.	2.1 RRU Staff provides the customer with the forms for filling out and sends for the NMD Technical Staff.	None	1 minute	<i>Supervising Science Research Specialist</i> , Receiving and Releasing Unit, Metrology Building
3. Present the sample to the NMD Technical staff and discuss the request	3.1 NMD Technical staff inspects the suitability of the sample and discusses with the customer the available equipment, machine hours required to process the sample, schedule and additional sample processing steps required.	None	20 minutes  (This is the average time spent to inspect the suitability of the sample and discuss the available equipment.)	<i>Supervising Science Research Specialist</i> , MiC Section, Metrology Building
4. Request TSR Form from the Receiving window and fill out the needed details in the form.	4.1 NMD Technical staff validates the forms.	None	3 minutes	<i>Supervising Science Research Specialist</i> , MiC Section, Metrology Building
5. Signify agreement to the Terms and Conditions of the Service by signing the conforme in the TSR Form and bring the	5.1 RRU Staff assigns a unique number to the TSR Form and returns the validated forms to	None	1 minute	<i>Supervising Science Research Specialist</i> , Receiving and Releasing Unit, Metrology Building



validated forms to the Receiving Window of the RRU.	the customer.			
<p>6. Proceed to the ITDI Cashier for full payment of fees.</p> <p>If the customer requires a Statement of Account (SOA) prior to payment, proceed to the Accounting Section of the Financial Management Division to secure it. Refer to "Processing of Statement of Account."</p>	<p>6.1 ITDI Cashier processes payment of the customer</p> <p>Refer to "Issuance of Invoice (Over-the-Counter Payment)" or to "Issuance of Invoice (Direct Payment)."</p>	Refer to 'NMD Schedule of Fees and Charges for the use of equipment as of November 2023' after the service specification table.	5 minutes	<i>Administrative Officer III, Cashier Section, Administrative Division / 2nd Floor Metrology Building</i>
7. Present the Invoice and submit the NMD's copy of the TSR Form to the RRU Staff.	7.1 RRU Staff retrieves the NMD's copy of the TSR Form and then provides the customer with a copy of their form along with a receipt.	None	1 minute	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>
<p>8. Proceed to the location of the equipment to be used together with the sample</p> <p>The technical service offered is based on time sharing. This refers to the rental of the equipment where the customer utilizes their own machine operator (DOST AO 014 s2023).</p>	<p>8.1 NMD Technical staff guides the customer in the laboratory</p> <p>8.2 NMD Technical staff trains the customer on how to operate the equipment.</p>	None	<p>1 hour</p> <p>This is the allotted time for providing instructions on how to use the equipment</p>	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>



9. Actual use of equipment.  Use the equipment to process the sample as per the instructions of NMD Technical Staff and within the agreed machine hours.	9.1 NMD Technical Staff supervises the customer.	None	1 day (paused clock)	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
10. Fill out the CSM Form and drop it in the Feedback Dropbox (or answer the online version of the CSM).  Inspect the processed sample. If no irregularity is found, review and sign receiving copy of the Service Completion Form.	10.1 NMD Technical staff provides the receiving copy of Service Completion Form.  10.2 NMD Technical staff hands over the original copy of the Service Completion Form.	None	10 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
11. Sign out in the Visitors' Logbook at the Security Guard's Lobby Desk.	11.1 The Guard-On-Duty ensures that the customer signs out properly in the Visitors' Logbook	None	1 minute	<i>Guard-on-Duty, Building Lobby, Lobby Desk, Metrology Building</i>
12. Depart the premises of ITDI	12.1 NMD Technical staff encodes and archives the NMD copy of the Service Completion Form	None	1 minute	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
<b>TOTAL:</b>		<b>Refer to 'NMD Schedule of Fees and Charges for</b>	<b>1 day, 1 hour and 44 minutes</b>	



	<b>the Use of Equipment as of November 2023' after the service specification table</b>		
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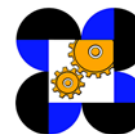




**NMD SCHEDULE OF FEES AND CHARGES FOR THE USE OF EQUIPMENT  
(TIME SHARING)  
As of November 2023**

Equipment	Duration	Technical Service Fee	Student Rate
Rotary Evaporator	1 hour	₱ 100	₱ 80
Sample Divider	1 hour	₱ 110	₱ 88
Ultra-Centrifugal Mill	1 hour	₱ 140	₱ 112
V-Mixer	1 hour	₱ 430	₱ 344
Vacuum Oven	1 hour	₱ 60	₱ 48
Sieve Shaker	1 hour	₱ 60	₱ 48

The above-mentioned technical service fee is based on DOST Administrative Order No. 014 Series of 2023.



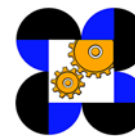
## 5. Use of Freeze Dryer

Use of freeze dryer is provided to assist customer who needs to remove moisture from their samples while preserving the structure, making it ideal for sample preservation, pharmaceutical storage, and food processing. It works by freezing the sample and using low pressure to sublimate water, preventing degradation and extending shelf life.

Office or Division:	National Metrology Division (NMD) – Industrial Technology Development Institute	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Sample/s to process		Customer
F7.1.1-a Version 1 Technical Service Request (TSR) Form (one original, two photocopies)		Industrial Technology Development Institute / National Metrology Division / Receiving and Releasing Unit (RRU)  The online version of the Client Satisfaction Measurement (CSM) can be accessed using this link: <a href="https://tinyurl.com/NMDCSM">https://tinyurl.com/NMDCSM</a>
F8.6.2 Version 6 Client Satisfaction Measurement (CSM) (one original)		
Service Completion Form (Use of Equipment) (one original)		Industrial Technology Development Institute / National Metrology Division
Invoice (one original)		Industrial Technology Development Institute / National Metrology Division / Cashier’s Office



CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Visitors' Logbook at the Security Guard's Lobby Desk.	1.1 Guard-on-duty verifies that the customer has signed the Visitors' Logbook.	None	1 minute	<i>Guard-on-Duty</i> , Building Lobby, Lobby Desk, Metrology Building
2. Proceed to the Receiving Window of the RRU for assistance.	2.1 RRU Staff provides the customer with the forms for filling out and sends for the NMD Technical Staff.	None	1 minute	<i>Supervising Science Research Specialist</i> , Receiving and Releasing Unit, Metrology Building
3. Present the sample to the NMD Technical staff and discuss the request	3.1 NMD Technical staff inspects the suitability of the sample and discusses with the customer the available equipment, machine hours required to process the sample, schedule and additional sample processing steps required.	None	20 minutes  (This is the average time spent to inspect the suitability of the sample and discuss the available equipment.)	<i>Supervising Science Research Specialist</i> , MiC Section, Metrology Building
4. Request TSR Form from the Receiving window and fill out the needed details in the form.	4.1 NMD Technical staff validates the forms.	None	3 minutes	<i>Supervising Science Research Specialist</i> , MiC Section, Metrology Building
5. Signify agreement to the Terms and Conditions of the Service by signing the conforme in the TSR Form and bring the	5.1 RRU Staff assigns a unique number to the TSR Form and returns the validated form to the	None	1 minute	<i>Supervising Science Research Specialist</i> , Receiving and Releasing Unit, Metrology Building



validated form to the Receiving Window of the RRU.	customer.			
6. Proceed to the ITDI Cashier for full payment of fees.  If the customer requires a Statement of Account (SOA) prior to payment, proceed to the Accounting Section of the Financial Management Division to secure it. Refer to "Processing of Statement of Account."	6.1 ITDI Cashier processes payment of the customer  Refer to "Issuance of Invoice (Over-the-Counter Payment)" or to "Issuance of Invoice (Direct Payment)."	Refer to 'NMD Schedule of Fees and Charges for the Use of Equipment as of November 2023' after the service specification table.	5 minutes	<i>Administrative Officer III, Cashier Section, Administrative Division / 2nd Floor Metrology Building</i>
7. Present the Invoice and submit the NMD's copy of the TSR Form to the RRU Staff.	7.1 RRU Staff retrieves the NMD's copy of the TSR Form and then provides the customer with a copy of their form along with a receipt.	None	1 minute	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>
8. Proceed to the location of the equipment to be used together with the sample.	8.1 NMD Technical staff guides the customer in the laboratory	None	3 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
9. Perform sample preparation by following the instructions of the NMD Technical staff.	9.1 NMD Technical staff assists the customer on how to prepare their sample prior freeze-drying process.	None	4 hours	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>



10. Submit the prepared sample.	10.1 NMD Technical Staff inspects and receives the prepared sample.	None	5 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
11. Sign out in the Visitors' Logbook at the Security Guard's Lobby Desk.	11.1 The Guard-On-Duty ensures that the customer signs out properly in the Visitors' Logbook	None	1 minute	<i>Guard-on-Duty, Building Lobby, Lobby Desk, Metrology Building</i>
12. Depart the premises of ITDI	12.1 NMD Technical staff reviews the TSR Form and conducts the freeze-drying process.	None	3 days (paused clock)	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
13. Receive an email from <a href="mailto:mic@itdi.dost.gov.ph">mic@itdi.dost.gov.ph</a> regarding the release of the sample and a copy of the Service Completion Form.  Acknowledge the email, inspect the Service Completion Form, and take note of the contact person, releasing date and time, and remarks from the NMD Technical staff, if any.	13.1 NMD Technical staff informs the customer through email regarding the Service Completion Form, release date and time, contact person from NMD and remarks, if any.  13.2 NMD Technical staff logs the customer's reply.	None	1 day (paused clock)	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
14. Sign the Visitors' Logbook at the Security Guard's Lobby Desk.	14.1 Guard-on-Duty verifies that the customer has signed the Visitors' Logbook.	None	1 minute	<i>Guard-on-Duty, Building Lobby, Lobby Desk, Metrology Building</i>



15. Proceed to the Releasing Window of the RRU for assistance and present a copy of the TSR Form	15.1 RRU Staff reviews the documents to verify the status of the requested service.	None	2 minutes	<i>Supervising Science Research Specialist, Receiving and Releasing Unit, Metrology Building</i>
	15.2 NMD Technical staff provides the Service Completion Form receiving copy and the CSM Form.	None	1 minute	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
16. Fill out the CSM Form and drop it in the Feedback Dropbox (or answer the online version of the CSM). Receive and inspect the freeze-dried sample. If no irregularity is found, review and sign the Service Completion Form receiving copy.	16.1 NMD Technical staff hands over the original copy of the Service Completion Form.	None	15 minutes	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>
17. Sign out in the Visitors' Logbook at the Security Guard's Lobby Desk.	17.1 The Guard-On-Duty ensures that the customer signs out properly in the Visitors' Logbook.	None	1 minute	<i>Guard-on-Duty, Building Lobby, Lobby Desk, Metrology Building</i>
18. Depart the premises of ITDI.	18.1 NMD Technical staff encodes and archives the NMD copy of the Service Completion Form.	None	1 minute	<i>Supervising Science Research Specialist, MiC Section, Metrology Building</i>



<b>TOTAL:</b>	<b>Refer to 'NMD Schedule of Fees and Charges for the Use of Equipment as of November 2023' after the service specification table</b>	<b>4 days, 5 hours, and 2 minutes</b>	
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**NMD SCHEDULE OF FEES AND CHARGES FOR THE USE OF EQUIPMENT  
(TIME SHARING)  
As of November 2023**

<b>Equipment</b>	<b>Duration</b>	<b>Technical Service Fee</b>	<b>Student Rate</b>
Freeze Dryer	1 day	₱ 6,400	₱ 5,120

The above-mentioned technical service fee is based on DOST Administrative Order No. 014 Series of 2023.



## **V. List of Services**

### **D. PLANNING AND MANAGEMENT INFORMATION SYSTEMS DIVISION**

#### **External and Internal Services**





## External Services

### 1. Request for Use of ITDI Network Infrastructure

ITDI has the greatest number of buildings among the DOST agencies in DOST compound. It has a total of 11 buildings and computer network are connected through fiber optics. The passive components of ITDI network infrastructure were designed for future expansion.

<b>Office or Division:</b>	Planning and Management Information Systems Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government (External)			
<b>Who may avail:</b>	Other DOST Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to ITDI Director for the use of ITDI Network Infrastructure		Requesting Party is responsible for creating a formal letter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the ITDI Director.	1.1 Evaluate and study request.	None	1 day	MIS Staff PMISD-MIS Room / Requesting Agency Representative
	1.1 Review, discuss and decision making on the request	None	2 days	MIS Staff PMISD-MIS Room / PMISD Division Chief PMISD Office of the Chief



	<b>1.2</b> Crafted response letter with possible options for the request			<i>/ ITDI Director ITDI Director's Office / Requesting Agency Representative</i>
2. Wait for ITDI Response	None	None	None	
3. Implement request	3.1 Technical assist and provision of necessary documents and materials	None	3 days	<i>MIS Staff / Requesting Agency Representative / Supplier</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days</b>	



## Internal Services

### 1. Request for IT Technical Support

One of the functional objectives of MIS Section of PMISD is to ensure that all ICT facilities are in functional condition in order to support the activities of the institute. ITDI ICT facilities include e-Rooms for online meetings, trainings and seminars, end-point computers, servers, network and other ICT hardware and software components. PMISD – MIS also maintains and manage agency level of the official email accounts. Email technical support activities includes reset of password and request for new email account.

<b>Office or Division:</b>	Planning and Management Information Systems Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All ITDI Divisions / Sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Support Online Ticketing System		Online Web Application Portal:  <a href="https://ticketing.itdi.ph">https://ticketing.itdi.ph</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login using ITDI Single Login Account.	1.1 Verify user access credibility.	None	1 minute	<i>MIS Staff Online Ticketing Portal End-User</i>



2. Select types of Technical Support Request.	2.1 Monitor New Request	None	1 minute	<i>MIS Staff Online Ticketing Portal End-User</i>
3. Fill out online form then submit request.	3.1 Approved and Process Request	None	6 minutes	<i>MIS Section Head and Staff Online Ticketing Portal CMP Committee End-User</i>
4. Check status online.	4.1 Schedule and conduct technical support activity	None	2 Hours	<i>MIS Staff Online Ticketing Portal End-User</i>
5. Fill out Customer Feedback Form	5.1 Closed the Request	None	1 minute	<i>MIS Staff Online Ticketing Portal End-User</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours, 9 minutes</b>	



## 2. Request for Website Updating and Posting

The MIS Section of PMISD designed and developed the ITDI website. Only MIS Staff has an access on editing and creating new pages on the website.

<b>Office or Division:</b>	Planning and Management Information Systems Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All Divisions / Sections			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Website Posting and Updating Form.		Hard Copy: ITDI/PMISD/2 <sup>nd</sup> floor/MIS Office  Soft Copy: Online ITDI File Server (103.5.5.102/itdifforms/mis)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out request form.	1.1 Evaluate and study request form.	None	1 hour	MIS Staff PMISD-MIS Room / End-user
2. Review and check the updated website page.	2.1 Edit, delete or create new page or re-design webpage	None	3 Days	MIS Staff PMISD-MIS Room / End-user
<b>TOTAL</b>		<b>None</b>	<b>3 Days and 1 Hour</b>	



## **V. List of Services**

### **E. STANDARDS AND TESTING DIVISION**

#### **External & Internal Services**



## External/Internal Services

### 1. Chemical Testing

This service involves the quantification and evaluation of chemical composition and other properties of various materials such as food, water, plant, construction materials, fuel, and paint samples.

<b>Office or Division:</b>	Standards and Testing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid sample(s) for testing (refer to the Schedule of Fees and Charges for Testing and Analytical Services)		Provided by the customer
2. Accomplished Customer Information Sheet (CIS), GP 4.4-01-F01 (1 original)		ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence
3. Valid identification cards - Student ID/Senior Citizen ID/ PWD ID (1 original)		Provided by the customer
4. Validated Technical Service Request (TSR), GP 4.4-01-F03 (1 original)		ITDI-STD/ Validation Room
5. Invoice receipt (1 original)		ITDI/Administrative Division/Cashier Section/2 <sup>nd</sup> Floor Metrology Building
6. Authorization letter if representative (1 original)		Provided by the customer
7. Alternative to authorization letter: accomplished "Authority to Claim" at the back portion of TSR (1 original)		ITDI-STD/ Validation Room



8. Valid government-issued identification cards of the person authorized and the person who gave the authorization (1 photocopy)	Provided by the customer			
9. Client Satisfaction Measurement (CSM) Form, QMS-F2 (1 original/softcopy)	ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer logs in on the logbook of the guard-on-duty.	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty STD Building</i>
2. Customer informs RRU staff of the testing needs and brings sample for submission.	2.1 RRU checks if customer requirement is within the capability of ITDI-STD.  If capability is not within ITDI-STD capability, RRU staff endorses customer to OneLab Referral System through the Customer Receiving Officer (CRO)	None	1 minute	<i>Science Research Analyst STD-RRU</i>
3. Customer accomplishes Customer Information Sheet (CIS, GP 4.4-01-F01) or presents the accomplished CIS given through email: <a href="mailto:ocs.std.itdi@gmail.com">ocs.std.itdi@gmail.com</a> or <a href="mailto:inorganicstd@yahoo.com">inorganicstd@yahoo.com</a>	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 staff instructs customer to	None	2 minutes	<i>Science Research Analyst STD-RRU</i>





	proceed to the Validation Room/designated area.			
4. Customer proceeds to validation room/designated area and wait for the laboratory/section validator.	4.1 Concerned laboratory/section validator proceeds to Validation Room.	None	3 minutes	<i>Supervising SRS</i> Chemistry Laboratory Validation Room
	4.2 Validator checks validity of sample and completeness of details provided by the customer.	None	3 minutes	<i>Supervising SRS</i> Chemistry Laboratory Validation Room
	4.3 Validator inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS).	None	10 minutes*	<i>Supervising SRS</i> Chemistry Laboratory Validation Room
5. Customer checks correctness of information in the printed TSR.	5.1 Validator prints 1 copy of the Technical Service Request Form (TSR, GP 4.4-01-F03).	None	1 minute	<i>Supervising SRS</i> Chemistry Laboratory Validation Room
	5.2 Validator discusses to customer due date of testing service, terms and conditions, modes of release of test reports and the requirements for release of test reports to authorized representative.	None	3 minutes	<i>Supervising SRS</i> Chemistry Laboratory Validation Room
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	<i>Supervising SRS</i> Chemistry Laboratory Validation Room



	6.2 Customer and validator agree to the content of the TSR and both sign the form, all four (4) copies.	None	3 minutes	<i>Supervising SRS</i> Chemistry Laboratory Validation Room
	6.3 Validator gives three (3) copies of the signed four (4) copies to the customer for payment at the Cashier.	None	1 minute	<i>Supervising SRS</i> Chemistry Laboratory Validation Room
<p>7. Customer proceeds to ITDI cashier for payment (option 1); E-payment (option 2)</p> <p>Customer presents three (3) copies of the signed TSRs together with payment of total fee.</p>	7.1 Cashier checks submitted TSRs and issues Invoice of the payment received.	<p>Please refer to ITDI-STD published Schedule of Fees and Charges</p> <p>20% discount for students, senior citizens, and persons with disabilities (PWDs)</p>	5 minutes	<p><i>Administrative Officer III</i> Cashier Section, Administrative Division, 2<sup>nd</sup> floor Metrology Building</p>
	7.2 Cashier provides the customer his/her copy of the TSR and the invoice. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1) copy is sent back to ITDI-STD for commencement of technical service. Laboratory/ section concerned checks payment	None		<p><i>Administrative Officer III</i> Cashier Section, Administrative Division, 2<sup>nd</sup> floor Metrology Building</p>



	of customer through online using ULIMS or through received TSR and technical service is started.			
8. No activity.	8.1 Laboratory conducts analytical testing.	None	19 days* (paused clock)	<i>Supervising SRS Chemistry Laboratory</i>
9. Customer goes back to ITDI-STD to claim Test Report after the agreed turn-around time for the technical service availed. Customer logs in on the logbook of the guard-on-duty.	9.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty STD Building</i>
10. Customer presents his/her copy of the Technical Service Request (TSR, GP 4.4-01-F03). If a representative is sent, authority to claim and valid identification cards are presented.	10.1 RRU staff checks the presented TSR. If person claiming test report is not the same person who submitted the sample, RRU staff checks the authorization to claim (separate authorization letter or accomplished back page of TSR, GP 4.4-01-F03) the Test Report and valid identification.  For customers who availed of email correspondence as the mode of release of	None	2 minutes	<i>Science Research Analyst STD-RRU</i>



	Test Reports, RRU staff immediately sends the Test Report to the provided email address by the customer.			
11. Customer signs the receiving copy of the Test Report.	11.1 RRU staff asks customer to sign the receiving copy of the Test Report.	None	1 minute	Science Research Analyst STD-RRU
	11.2 RRU staff places Test Report inside an envelope and forwards to the customer. Electronic copies of test reports can also be issued through email (if requested during sample validation): rru_std@itdi.dost.gov.ph	None	1 minute	Science Research Analyst STD-RRU
12. Customer accomplishes harmonized Client Satisfaction Measurement (CSM) Form (QMS-F2) and drops accomplished form inside the drop box at the RRU.	12.1 RRU staff asks customer to accomplish Client Satisfaction Measurement (CSM) Form (QMS-F2) or through online (along with the electronic copies of test reports)	None	3 minutes	Science Research Analyst STD-RRU
<b>TOTAL:</b>		Please refer to ITDI-STD published Schedule of Fees and Charges	<b>19 days and 43 minutes</b>	



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

**SCHEDULE OF FEES AND CHARGES FOR TESTING  
AND ANALYTICAL SERVICES**  
(As of October 1, 2014)

**Organic Chemistry Section**

Sample Name	Test Name	Test Method	Test Fee (PhP)	Sample Requirement
<b>FUELS AND PETROLEUM PRODUCTS</b>				
Liquid Fuels/ Lubricants	API Gravity/Specific Gravity/ Density	ASTM D4052/ ASTM D1298	700.00	500mL
	Ash, straight	ASTM D482	670.00	100mL
	Ash, Sulfated	ASTM D874	840.00	100mL
	Color	ASTM D1500	360.00	100mL
	Copper Corrosion test	ASTM D130	700.00	100mL
	Flashpoint Cleveland Open Cup (COC)	ASTM D92	700.00	500mL
	Flashpoint Tag Closed Tester (TCT)	ASTM D56	700.00	500mL
	Kinematic viscosity	ASTM D445	800.00	200mL
	Total Acid Number	ASTM D974	520.00	200mL
	Viscosity Index	ASTM D2270	1,320.00	200mL
	Sulfur	Combustion	2,000.00 1st spl, 900.00 next	100mL
	CHN	Combustion	3,100.00 1st spl, 1,500.00 next	100mL
	Heating Value	ASTM D240	1,500.00	100mL
	Pour Point	ASTM D97	1,500.00	200 mL
Solid Fuels (charcoal, wood, biomass)	Proximate Analysis	ASTM D1762 (Modified)	1,990.00	100g finely ground
	Ash	ASTM D1762 (Modified)	840.00	



	Moisture	ASTM D1762 (Modified)	450.00	
	Volatile Combustible Matter	ASTM D1762 (Modified)	700.00	
	Fixed Carbon (by difference)	ASTM D1762 (Modified)	1,990.00	
	Heating value	ASTM D5865	1,500.00	
	Sulfur	ASTM D4239	2,000.00 1st spl, 900.00 next	
	Ultimate Analysis	ASTM D5373	3,100.00 1st spl, 1,500.00 next	
Grease	Dropping Point	ASTM D 566	600.00	100g
<b>PLANTS AND PHARMACEUTICAL PRODUCTS</b>				
Proximate Composition of Plant & Plant Products and Herbal Food Supplements	Acid insoluble ash	USP 23, [561]	1,080.00	20g
	Crude fat	AOAC 920.39	960.00	20g
	Crude Fiber	USP 23, [561]	1,380.00	20g
	Crude Protein	AOAC 955.04	1,120.00	20g
	Essential Oil content	USP 23, [561]	1,080.00	500g per set up
	Fixed Oil Content	USP 23, [401]	840.00	500g
	Moisture	USP 23, [921]	600.00	20g
	Total Ash	USP 23, [561]	720.00	20g
Plant Components	Phytochemical (alkloids, flavonoids, glycosides saponins, sterols, tannins, triterpenes)	BTD Manual Qualitative	650.00	300g
Plant Oils (Essential & Fixed Oil) Plant Extracts	Iodine value	USP [401]	600.00	10g
	Refractive Index	USP [831]	400.00	5mL
	Saponification Value	USP [401]	800.00	20g
	Acid Value	Titration	600.00	100mL
	Specific Gravity	USP [841]	500.00	100mL
	Total Essential Oil Content	AOAC 932.11	1,080.00	300mL
	Total Fixed Oil Content	USP [401]	840.00	250g
	Viscosity (Brookfield)	ASTM D 2556	840.00	500mL
	Scavenging activity of plant extracts	Spectrophotometer	3,960.00	200g



	Antioxidant activity of plant extracts	Spectrophotometer	1,160.00	200g
	Carvacrol	GC	1,800.00 any 1st analyte, add'l analyte 600.00 each	5mL
	Citral	GC		5mL
	Citronellal	GC		5mL
	Citronellol	GC		5mL
	Eucalyptol/Cineole	GC		5mL
	Eugenol	GC		5mL
	Geraniol	GC		5mL
	Limonene	GC		5mL
	Linalool	GC		5mL
	Myrcene	GC		5mL
	$\alpha$ -Pinene	GC		5mL
	$\beta$ -Pinene	GC		5mL
	Terpineol	GC		5mL
Alkaloids	Caffeine	HPLC	2,800.00	100g
Liquid Nutritional Supplement	Calcium	AOAC 929.07	1,920.00	1L
	Phosphorous	AOAC 930.35	1,440.00	500mL
	Sodium	AOAC 966.16	1,920.00	1L
Plant Products & Herbal Supplements	$\beta$ -Carotene	HPLC	4,000.00	100g
	Vitamin A	HPLC	3,750.00	100g
	Vitamin B1	HPLC	3,500.00	100g
	Vitamin B2	HPLC	3,500.00	100g
	Vitamin B6	HPLC	3,500.00	100g
	Vitamin E	HPLC	3,600.00	100g
Topical Preparations, Liniments, Ointments	Camphor	GC	1,800.00 any 1st analyte, 600.00 per add'l analyte	60-100mL
	Menthol	GC		
	Eucalyptol/Cineole	GC		
	Methyl Salicylate	GC		
Medicated Cosmetic Soaps	Camphor	GC	1,800.00	60-100mL



Medicated Cosmetic Liquid Preparations	Menthol	GC	1,800.00	4 bots in orig. pack
	Retinoic Acid (Tretinoin)	HPLC	3,750.00	
	Ethanol / 2-Propanol	GC	1,800.00 any 1st analyte, 600.00 per add'l analyte	
Drug, Pharmaceuticals and Cosmetic Preparations	pH	USP 23	325.00	100mL
	Viscosity (Brookfield)	ASTM D 2556	840.00	500mL
	Moisture	USP 23	600.00	100g
<b>PAINTS AND ALLIED PRODUCTS</b>				
Water-based Paints, Latex, White; Elastomeric; Acrylic Polymer, Copolymer	Chemical resistance	ASTM D 1308		At least 4L sample Test Panels
	Spot Test		400.00	
	Immersion Test		650.00	
	Density	ASTM D 1475	515.00	
	Dry/Cure time	ASTM D 1640	400.00	
	Fineness of Grind	ASTM D 1210	380.00	
	Gloss Measurement	ASTM D 523	500.00	
	Pigment and Vehicle content	ASTM D 2371	1,000.00	
	Titanium Dioxide	ASTM D 1394	1,300.00	
	If requested alone		1,920.00	
	Total Solids, % weight	ASTM D 2369	500.00	
	Viscosity (KU) (Stormer)	ASTM D562	500.00	
	Volume non-volatile matter	ASTM D2697	500.00	
	Volume non-volatile matter, If requested alone	ASTM D2697	1,200.00	
	Water resistance	ASTM D870	390.00	
Organic solvent-based Paints, Enamel, White; Polyurethane	Adhesion	ASTM D 3359	375.00	At least 4L sample Test panels
	Density	ASTM D 1475	515.00	
	Dry/Cure time	ASTM D 1640	400.00	
	Fineness of Grind	ASTM D 1210	380.00	
	Flexibility	ASTM D 522	400.00	
	Gloss Measurement	ASTM D 523	500.00	
	Hardness	ASTM D 3363	375.00	





	Pigment and Vehicle content	ASTM D 2371	1,000.00	
	Titanium Dioxide	ASTM D 1394	1,300.00	
	Titanium Dioxide If requested alone		1,920.00	
	Total Solids, % weight	ASTM D 2369	500.00	
	Viscosity (KU)	ASTM D 562	500.00	
	Volume non-volatile matter or Total Solids, % volume	ASTM D 2697	500.00	
	If requested alone		1,200.00	
Primer Paints: Zn Yellow, Red Lead, Ferrous Oxide	Adhesion	ASTM D 3359	375.00	At least 4L sample Test Panels
	Density	ASTM D 1475	515.00	
	Dry/Cure time	ASTM D 1640	400.00	
	Fineness of Grind	ASTM D 1210	380.00	
	Flexibility	ASTM D 522	400.00	
	Gloss Measurement	ASTM D 523	500.00	
	Hardness	ASTM D 3363	375.00	
	Iron Oxide (Iron Oxide Primer) If requested alone	AAS	1,920.00	
	Pigment and Vehicle content	ASTM D 2371	1,000.00	
	Red Lead (Red Lead Primer) If requested alone	AAS	1,920.00	
	Total Solids, % weight	ASTM D 2369	500.00	
	Viscosity (KU)	ASTM D 562	500.00	
	Volume non-volatile matter or Total Solids, % volume	ASTM D 2697	500.00	
	If requested alone		1,515.00	
	Chromium (Zn Yellow Primer)	ASTM D 444	1,200.00	
	If requested alone		1,920.00	
	Zinc (Zn Yellow Primer) If requested alone	AAS	1,920.00	



Reflectorized Traffic Marking Paints: White and Yellow	Density	ASTM D 1475	515.00	At least 4L sample Test panels
	Dry/Cure time/No-Pick-Up time	ASTM D 1640/D711	400.00	
	Glassbeads			
	Content	JIS K5665	700.00	
	Density	JIS R3301	700.00	
	Gradation	ASTM D1214	1,250.00	
	Lead, Total (for yellow paint) If requested alone	AAS	1,920.00	
	Pigment & Vehicle Content	ASTM D237/D4451	1,000.00	
	Titanium Dioxide (for white paint)	ASTM D1394	1,300.00	
	Total Solids, % weight	ASTM D2369	500.00	
	Water resistance	ASTM D870	390.00	
Thermoplastic Powder Paints White and Yellow	Calcium Carbonate	ASTM C25	1,100.00	At least 1kg sample
	If requested alone		1,560.00	
	Dry/Cure time	ASTM D1640	400.00	
	Glassbeads			
	Content	JIS K5665	700.00	
	Density	JIS R3301	515.00	
	Gradation	ASTM D1214	1,250.00	
	Lead, Total (for yellow paint) If requested alone	AAS	1,920.00	
	Pigment	ASTM D4451	1,000.00	
	Softening Point	ASTM E28	870.00	
	Titanium Dioxide (for white paint) If requested alone	ASTM D1394	1,300.00	
	Chrome Yellow (for yellow paint) If requested alone	ASTM D1394	1,300.00	
Aluminum Paints	Density	ASTM D1475	450.00	At least 4L sample Test panels
	Dry/Cure time	ASTM D1640	400.00	
	Pigment and Vehicle content	ASTM D2371	1,000.00	



	Viscosity (Ford Cup #4 )	ASTM D1200	500.00	
	Volatile and nonvolatile Matter	ASTM D2369	600.00	
	Water content	ASTM D95	950.00	
	Adhesion	ASTM D3359	375.00	
	Chemical resistance	ASTM D1308		
	Spot test		400.00	
	Immersion test		650.00	
	Additional Substrate		120.00	
	Heat resistance	ASTM D2485	3,000.00	
	Total Solids, % weight	ASTM D2369	500.00	
	Total Solids, % volume	ASTM D2697	500.00	
	If requested alone		1,200.00	
Avion Blue Enamel Paint	Adhesion	ASTM D3359	375.00	At least 4L sample Test panels
	Chemical resistance	ASTM D1308		
	Spot Test		400.00	
	Immersion Test		600.00	
	Additional substrate		120.00	
	Density	ASTM D1475	450.00	
	Dry/Cure time	ASTM D1640	400.00	
	Fineness of Grind	ASTM D1210	380.00	
	Flexibility	ASTM D522	400.00	
	Hardness	ASTM D3363	375.00	
	Total Solids, % weight	ASTM D2369	500.00	
	Viscosity (Ford Cup #4)	ASTM D1200	500.00	
	Water resistance	ASTM D870	390.00	
	Adhesion	ASTM D3359	375.00	
Epoxy Paints	Chemical resistance	ASTM D1308		At least 4L sample Test panels
	Spot Test		400.00	
	Immersion Test		650.00	
	Additional Substrate		120.00	
	Density	ASTM D1475	450.00	
	Dry/Cure time	ASTM D1640	380.00	



	Flexibility	ASTM D522	400.00	
	Hardness	ASTM D3363	375.00	
	Total Solids, % weight	ASTM D2369	500.00	
	Total Solids, % volume	ASTM D2697	500.00	
	Total Solids, % volume, If requested alone	ASTM D2697	1,200.00	
	Viscosity (KU)	ASTM D562	500.00	
	Water resistance	ASTM D870	390.00	
Adhesives	Viscosity, Krebs Unit	ASTM D1084	500.00	At least 1L/analyte
	Total Solids (non volatile content)	ASTM D4426	500.00	
	Viscosity (Brookfield)	ASTM D1084	840.00	
Glue	pH	PNS 1800:2000	400.00	At least 1L/analyte
	Free formaldehyde		700.00	
	Solid Content		500.00	
Physical analysis of Fingerprint Taker	Thumbprint Impressions, plain	Sirchie Fingerprint Method	960.00	at least 10 pcs
Indelible Ink	Silver Nitrate, % w/w	ISTD (Gravimetry/ Titrimetry)	1,920.00	at least 150 mL
<b>FOOD AND FEEDS</b>				
Foods/Feeds	Protein	Block Digestion Method	1,120.00	200 mL or 200 g
	Ash	AOAC	550.00	200 g
	Ash-Acid insoluble	Gravimetric	900.00	200 g
	Ash-Water soluble & insoluble	Gravimetric	1,020.00	200 g
	Ash-Alkalinity	Gravimetric	1,000.00	200 g
	Ash-Alkalinity of Water, Insoluble	Gravimetric	1,440.00	200 g
	Ash-Alkalinity of Water Soluble	Gravimetric	1,320.00	200 g
	Ash-Sulphated	Gravimetric	1,000.00	200 g
	Crude Fiber	Gravimetric	1,380.00	200 g
	Moisture	Gravimetric	400.00	200 g



	Crude Fat	Acid hydrolysis	1,200.00	200 g
	Starch	Direct acid hydrolysis	1,200.00	200 g
	Food Energy (Calories)	By computation	90.00	500 g
	Total carbohydrate	By difference	90.00	500 g
	Total Dietary Fiber	AOAC	7,200.00	300 g
	pH	AOAC	325.00	200 g
	Cholesterol	HPLC	3,960.00	300 g
	Caffeine	HPLC	2,800.00	300 g
	Sorbic Acid	HPLC	4,400.00	300 g
	Benzoic Acid	HPLC	4,400.00	300 g
	Nitrite in meat	AOAC	1,500.00	400 g
	Calcium	AOAC	1,920.00	1L
	Iron	AOAC	1,920.00	500 mL
	Magnesium	AOAC	1,920.00	1L
	Manganese	AOAC	1,920.00	1L
	Potassium	AOAC	1,920.00	1L
	Sodium	AOAC	1,920.00	1L
	Zinc	AOAC	1,920.00	500 mL
	Lead	AOAC	1,920.00	500 mL
	Cadmium	AOAC	1,920.00	500 mL
	Mercury	Cold Vapor AAS	1,920.00	500 mL
	Copper	AOAC	1,920.00	500 mL
	Phosphorous	AOAC	1,920.00	500 mL
	Arsenic	AOAC	2,300.00	500 mL
	Acidity (Titratable) in fruit/ veg. product	AOAC	540.00	300 mL
	Acidity (Volatile) in fruit/ veg. product	AOAC	480.00	300 mL
	Solids (Soluble) in fruit/ veg. Product	AOAC	480.00	200 mL
	Solids (Water-insoluble) in fruit/ veg. Product	AOAC	360.00	200 mL
	Sodium Chloride	AOAC	700.00	200 g



Vinegar	Solids (Total)	AOAC	400.00	200 g
	Acid (as Acetic Acid), Total	AOAC 930.35	560.00	200 mL/ analyte
	Alcohol	AOAC 930.35	600.00	
	Alkalinity of soluble ash	AOAC 900.02	800.00	
	Ash	AOAC 930.35	550.00	
	Nonvolatile acids	AOAC 930.35	650.00	
	Nonvolatile reducing substances	AOAC 930.35	1,200.00	
	Permanganate Oxidation Number	AOAC 944.10	1,200.00	
	Total Solids	AOAC 930.35	400.00	
	Total soluble solids	AOAC 930.35	480.00	
	Volatile Acids	AOAC 930.35	480.00	
	If requested alone		1,140.00	
Fats and Oils	Specific Gravity	AOAC 985.19	500.00	200 mL/analyte
	Fatty Acid Profile	GC	2,400.00	
	(For solid food, additional fee for extraction)		1,080.00	
	Free Fatty Acid/Acid No.	AOAC 940.28	500.00	
	Index of Refraction	AOAC 921.08	400.00	
	Iodine Absorption Number	AOAC 920.158/159	600.00	
	Melting Point of Fat/Fatty Acid	AOAC 920.157	500.00	
	Moisture/Volatile Matter	AOAC 962.12	450.00	
	Peroxide Value	AOAC 965.33	600.00	
	Saponification Value	AOAC 920.160	800.00	
	Specific Gravity	AOAC 920.212	500.00	
	Unsaponifiable Matter	AOAC 033.08	1,320.00	
	Viscosity (Brookfield)	ASTM D 2564/1084	840.00	
	Viscosity (Cannon-Fenske)	ASTM D445	600.00	1L 200 mL/ analyte
Vitamins in Food/Feeds	Total Vitamin A (Retinol + $\beta$ -carotene)	HPLC	7,000.00	300 g/analyte



	β-carotene	HPLC	4,000.00	
	Vitamin E	HPLC	4,200.00	
	Vitamin B1	HPLC	3,500.00	
	Vitamin B2	HPLC	3,500.00	
	Vitamin B6	HPLC	3,500.00	
	Vitamin C	HPLC	3,000.00	
Distilled Liquors/Wines/Beer	Acids	AOAC		1L
	Total Acids		560.00	
	Fixed Acids		600.00	
	Volatile Acids (If requested alone)		1,140.00	
	Alcohol	GC	1,800.00	1L
	Ash	AOAC	550.00	500 mL
	Ethanol/Methanol	GC	1,800.00 1st analyte	1L
		GC	+600.00 add'l analyte	
	Fuse Oil	GC	1,800.00	1L
	Higher Alcohol & Ethyl Acetate	AOAC	1,800.00 1st analyte	1L
			+600.00 add'l analyte	
Ethyl Alcohol	Acetone	GC	1,800.00	200 mL
	Benzene	GC	1,800.00	200 mL
	Purity	GC	1,800.00	200 mL
	Fusel Oil & Amyl Alcohol	GC	1,800.00	200 mL
Organic Solvent and Chemicals	Density	ASTM	480.00	200 mL
	Acidity	ASTM D1613	840.00	200 mL
	Water Miscibility	ASTM D1722	480.00	200 mL
	pH	ASTM E 70	360.00	200 mL
	Purity	GC	1,800.00	200 mL
	Residue on Evaporation	ASTM D 1353	720.00	200 mL
	Refractive Index	Refractometric Method	400.00	200 mL



	Viscosity (Brookfield)	ASTM	840.00	500 mL
	Flash Point, TCT	ASTM	700.00	300 mL
Disinfectant	Benzalkonium Chloride content	USP	1,200.00	200 mL
	Viscosity (Brookfield)	ASTM	840.00	1L
	pH	ASTM E 70	400.00	200 mL
Toilet Soap/Laundry Soap	Moisture & Volatile Matter	PNS	720.00	200 g
	Total Matter Insoluble (alcohol+NaCl)	PNS	1,320.00	200 g
	Free Alkali (as NaOH or Na <sub>2</sub> O)	PNS	720.00	200 g
	Matter insoluble in Water	PNS	720.00	200 g
	If requested alone	PNS	1,080.00	200 g
	Anhydrous soap	PNS	1,440.00	200 g
Other Test	FTRI Scan	FTIR	620.00	
	Viscosity (Brookfield)	ASTM	840.00	1L
	pH	ASTM E 70	360.00	200 mL
Toilet Soap/Laundry Soap	Moisture & Volatile Matter	PNS	720.00	200 g
	Total Matter Insoluble (alcohol+NaCl)	PNS	1,320.00	200 g
	Free Alkali (as NaOH or Na <sub>2</sub> O)	PNS	720.00	200 g
	Matter insoluble in Water	PNS	360.00	200 g
	If requested alone		1,080.00	200 g
	Anhydrous soap	PNS	1,440.00	200 g
Other Test	FTRI Scan	FTIR	590.00	





(As of September 12, 2022)

Sample Name	Test Name	Test Method	TEST FEE (PhP)	SAMPLE REQUIREMENT
<b>FOOD AND FEEDS</b>				
Vitamins in Food/Feeds	Vitamin A (Retinol)	TM-OCS-207 (HPLC)	5,300.00	At least 100 g
	Vitamin D3	TM-OCS-208 (HPLC)	5,300.00	At least 100 g
	Folic Acid	TM-OCS-209 (HPLC)	5,000.00	At least 100 g

(As of August 14, 2024)

Sample Name	Test Name	Test Method	TEST FEE (PhP)	SAMPLE REQUIREMENT
<b>FUELS AND PETROLEUM PRODUCTS</b>				
Coconut Shell-based Charcoal Briquettes and Activated Carbon	Self-heating	UN Manual of Tests and Criteria, Section 33.4.6 Test N.4, Rev. 7 (2019)	2600	2 kg

(As of October 1, 2014)

#### Inorganic Chemistry Section

Sample Name	Test Name	Test Method	TEST FEE (PhP)	SAMPLE REQUIREMENT
Water (Deepwell, Spring, Distilled, Deionized, Bottle) and Wastewater (Effluent, Influent)	Arsenic	HVG-AAS	1,500.00	Not less than 6L
	Anions (F, Cl, NO <sub>2</sub> , Br, NO <sub>3</sub> , PO <sub>4</sub> , SO <sub>4</sub> )	IC	1,100.00(1st analyte)	
	Succeeding ions		800.00	
	Cadmium	AAS	1,200.00	
	Calcium	AAS	1,200.00	
	Chromium	AAS	1,200.00	



	Copper	AAS	1,200.00	
	Iron	AAS	1,200.00	
	Lead	AAS	1,200.00	
	Magnesium	AAS	1,200.00	
	Manganese	AAS	1,200.00	
	Nickel	AAS	1,200.00	
	Nitrogen (Ammonia-Nitrogen)	Distillation/Titration	50.00	
	Nitrogen (Organic)	Kjeldahl Titration	950.00	
	Potassium	AAS/Flame Emission	1,200.00	
	Silica	Gravimetry	800.00	
	Silicon	UV-Vis	800.00	
	Silver	AAAS	800.00	
	Sodium	AAS/Flame Emission	1,200.00	
	Zinc	AAS	1,200.00	
Pipes (uPVC, etc.)	Extractable Pb (First and Third Extraction)	AAS	6,400.00/6,400.00	3 pcs sample if diameter >5 cm length - 0.5m 6 pcs sample of diameter <5 cm length – 1m (Max diam accepted = 10 cm) Sealed at one end
Ceramics and Plastic Containers for Foodstuff	Extractable Metal	AAS	2,000.00 per element	at least 100mL
Toys and Other Related Materials	Extractable Metals	AAS	1,800.00 per element	at least 100mL
Chemical/Reagents KOH – Caustic potash NaOH – Caustic Soda NaHCO <sub>3</sub> – Baking Soda NaHCO <sub>3</sub> – tartaric acid + baking powder Na <sub>2</sub> CO <sub>3</sub> – Soda ash	Arsenic	HVG-AAS	1,500.00	For powder sample –100g For liquid sample – 100mL
	Trace Metals	AAS (Std addition)	1,200.00 per element	



Plating Solution	Metals (Ag, Au, Cd, Cr, Cu, Fe, Mg, Mn, Ni, Pb, Zn, etc)	AAS	880.00 per metal	at least 100mL
Powder Granules	Sieve Analysis (one mesh)	ASTM C110	400.00	at least 500g
	Sieve Analysis (succeeding mesh)	ASTM C110	230.00	
Salt/Sodium Chloride	Complete Chemical Analysis (NaCl. Moisture, Water Insolubles, Ca, Mg, SO <sub>4</sub> )	AOAC 925.55	5,000.00	at least 250g, 1 kg sample for Complete Chemical Acid Analysis
Soil, Sediments, Sludge	Arsenic	HVG AAS	1,500.00	at least 250g
	Metals (Cd, Ca, Cr, Cu, Fe, Pb, Mg, Mn, Ni, P, K, Na, Zn)	AAS	1,000.00 per element	
Clay and Related Materials, Pozzolan Cement/Perlite/ Zeolite/Refractories/ Fly Ash Sand/Silica Sand (99.9 % SiO <sub>2</sub> ) Diatomaceous Earth (77% SiO <sub>2</sub> ) Rice Hull (90% SiO <sub>2</sub> ) Ceramics/Glass Borosilicate glass	Complete Chemical Analysis (SiO <sub>2</sub> , Fe <sub>2</sub> O <sub>3</sub> , Al <sub>2</sub> O <sub>3</sub> , TiO <sub>2</sub> , CaO, MgO, Na <sub>2</sub> O, K <sub>2</sub> O, LOI	JISM 5584	6,500.00	at least 250g
	Alumina	JISM 5584	850.00	
	Calcium Oxide	JISM 5584	800.00	
	Iron Oxide	JISM 5584	850.00	
	Magnesium Oxide	JISM 558	1,100.00	
	Potassium Oxide	JISM 5584	800.00	
	Silica	JISM 5584	1,070.00	
	Sodium Oxide	JISM 5584	800.00	
	Titania	JISM 5584	800.00	
	Manganese Oxide	AAS	900.00	
	Boron Oxide	Titrimetry ASTM 169-92	1,500.00	
Limestone (CaCO <sub>3</sub> ), Quicklime (CaO),	Complete Chemical Analysis (SiO <sub>2</sub> ,	ASTM C25	4,500.00	at least 250g



Hydrated Lime (Ca(OH) <sub>2</sub> ), Scales, etc. Calcite -CaCO <sub>3</sub> Lime – CaO (apog)	Fe <sub>2</sub> O <sub>3</sub> , Al <sub>2</sub> O <sub>3</sub> , CaO, MgO, LOI)			
	Alumina	ASTM C25	1,310.00	
	Calcium Oxide	ASTM C25	650.00	
	Iron Oxide	ASTM C25	800.00	
	Magnesium Oxide	ASTM C25	1,100.00	
	Potassium Oxide	ASTM C25	800.00	
	Sodium Oxide	ASTM C25	800.00	
	Silica	ASTM C25	1,320.00	
Gypsum (CaSO <sub>4</sub> .2H <sub>2</sub> O) and Gypsum Products)	Phosphorous Pentoxide, (P <sub>2</sub> O <sub>3</sub> )	ASTM C25	1,310.00	at least 250g
	Complete Chemical Analysis (CaSO <sub>4</sub> .2H <sub>2</sub> O, CaSO <sub>4</sub> , SiO <sub>2</sub> and Insoluble, R <sub>2</sub> O <sub>3</sub> , CaO, MgO, SO <sub>3</sub> )	ASTM C471	6,500.00	
	Aluminum Oxide	ASTM C471	805.00	
	Anhydrite (CaSO <sub>4</sub> )	ASTM C471	800.00	
	Calcium Oxide	ASTM C471	800.00	
	Combined Water	ASTM C471	750.00	
	Free Water	ASTM C471	500.00	
	Iron and Aluminum Oxides (mixed oxides)	ASTM C471	700.00	
	Iron Oxide	ASTM C471	850.00	
	Magnesium Oxide	ASTM C471	1,100.00	
	Purity as CaSO <sub>4</sub> .2H <sub>2</sub> O	ASTM C471	800.00	
	Silica and Insoluble Matter	ASTM C471	800.00	
	Sodium Chloride	ASTM C471	500.00	
	Sulfate/Sulfur Trioxide	ASTM C471	930.00	



Boiler Scale	Organic & Volatile Matter	Tech. Method of Analysis by Griffin	650.00	100-150 g
	Silica		1,320.00	
	Iron & Aluminum Oxide		1,320.00	
	Lime (CaO)		650.00	
	Magnesia (MgO)		1,100.00	
	Sulfur Trioxide		930.00	
Fertilizers and Related Materials Organic Fertilizer	Micronutrients (Ca, Cu, Fe, Mg, Mn, Ni, Zn)	AOAC	1,200.00 per element	For solid sample—at least 200g For liquid sample—at least 200mL
	Nitrogen	Kjeldahl Titration	1,000.00	
	Potassium	AAS	1,000.00	
Cement (Hydraulic, Portland) Aggregates	Complete Chemical Analysis (SiO <sub>2</sub> , Fe <sub>2</sub> O <sub>3</sub> , Al <sub>2</sub> O <sub>3</sub> , TiO <sub>2</sub> , CaO, MgO, SO <sub>3</sub> , LOI, Insoluble Residue)	ASTM C114	5,800.00	at least 250g
	Alumina	ASTM C114	850.00	
	Silica	ASTM C114	800.00	
	Calcium Oxide	ASTM C114	800.00	
	Insoluble Residue	ASTM C114	700.00	
	Iron Oxide	ASTM C114	850.00	
	Magnesium Oxide	ASTM C114	1,100.00	
	Potassium Oxide	ASTM C114	800.00	
	Sodium Oxide	ASTM C114	800.00	
	Sulfate/Sulfur Trioxide	ASTM C114	930.00	
	Titania	ASTM C114	800.00	



## 2. Entomological Testing (Bioefficacy Testing)

A specialized testing service that evaluates the bioefficacy of synthetic household-formulated insecticides for local product registration.

<b>Office or Division:</b>	Standards and Testing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid sample(s) for testing (refer to the Schedule of Fees and Charges for Testing and Analytical Services)		Provided by the customer
2. Accomplished Customer Information Sheet (CIS), GP 4.4-01-F01 (1 original)		ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence
3. Valid identification cards - Student ID/Senior Citizen ID/ PWD ID (1 original)		Provided by the customer
4. Validated Technical Service Request (TSR), GP 4.4-01-F03 (1 original)		ITDI-STD/ Validation Room
5. Invoice receipt (1 original)		ITDI/Administrative Division/Cashier Section/2 <sup>nd</sup> Floor Metrology Building
6. Authorization letter if representative (1 original)		Provided by the customer
7. Alternative to authorization letter: accomplished "Authority to Claim" at the back portion of TSR (1 original)		ITDI-STD/ Validation Room



8. Valid government-issued identification cards of the person authorized and the person who gave the authorization (1 photocopy)		Provided by the customer		
9. Client Satisfaction Measurement (CSM) Form, QMS-F2 (1 original/softcopy)		ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer logs in on the logbook of the guard-on-duty.	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building
2. Customer informs RRU staff of the testing needs and brings sample for submission.	2.1 RRU checks if customer requirement is within the capability of ITDI-STD.  If capability is not within ITDI-STD capability, RRU staff endorses customer to OneLab Referral System through the Customer Receiving Officer (CRO)	None	1 minute	<i>Science Research Analyst</i> STD-RRU
3. Customer accomplishes Customer Information Sheet (CIS, GP 4.4-01-F01) or presents the accomplished CIS given through email: <a href="mailto:entomology.std@gmail.com">entomology.std@gmail.com</a>	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 staff	None	2 minutes	<i>Science Research Analyst</i> STD-RRU



	instructs customer to proceed to the Validation Room/designated area.			
4. Customer proceeds to validation room/designated area and wait for the laboratory/section validator.	4.1 Concerned laboratory/section validator proceeds to Validation Room.	None	3 minutes	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
	4.2 Validator checks validity of sample and completeness of details provided by the customer.	None	3 minutes	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
	4.3 Validator inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS).	None	10 minutes*	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
5. Customer checks correctness of information in the printed TSR.	5.1 Validator prints 1 copy of the Technical Service Request Form (TSR, GP 4.4-01-F03).	None	1 minute	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
	5.2 Validator discusses to customer due date of testing service, terms and conditions, modes of release of test reports and the requirements for release of test reports to authorized representative.	None	3 minutes	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
6. Customer and validator agree to the content of	6.1 Once agreed by the customer, validator prints	None	2 minutes	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room





the TSR and both sign the form.	three (3) more copies of the TSR.			
	6.2 Customer and validator agree to the content of the TSR and both sign the form, all four (4) copies.	None	3 minutes	<i>Supervising SRS Entomology Section, Biological Laboratory Validation Room</i>
	6.3 Validator gives three (3) copies of the signed four (4) copies to the customer for payment at the Cashier.	None	1 minute	<i>Supervising SRS Entomology Section, Biological Laboratory Validation Room</i>
7. Customer proceeds to ITDI cashier for payment (option 1); E-payment (option 2)  Customer presents three (3) copies of the signed TSRs together with payment of total fee.	7.1 Cashier checks submitted TSRs and issues Invoice of the payment received.	Please refer to ITDI-STD published Schedule of Fees and Charges  20% discount for students, senior citizens, and persons with disabilities (PWDs)	5 minutes	<i>Administrative Officer III Cashier Section, Administrative Division, 2<sup>nd</sup> floor Metrology Building</i>
	7.2 Cashier provides the customer his/her copy of the TSR and the invoice. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1) copy is sent back to ITDI-STD for commencement of	None		<i>Administrative Officer III Cashier Section, Administrative Division, 2<sup>nd</sup> floor Metrology Building</i>



	technical service. Laboratory/ section concerned checks payment of customer through online using ULIMS or through received TSR and technical service is started.			
8. No activity.	8.1 Laboratory conducts analytical testing.	None	87 days* (paused clock)	<i>Supervising SRS</i> Entomology Section, Biological Laboratory
9. Customer goes back to ITDI-STD to claim Test Report after the agreed turn-around time for the technical service availed. Customer logs in on the logbook of the guard-on-duty.	9.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building
10. Customer presents his/her copy of the Technical Service Request (TSR, GP 4.4-01-F03). If a representative is sent, authority to claim and valid identification cards are presented.	10.1 RRU staff checks the presented TSR. If person claiming test report is not the same person who submitted the sample, RRU staff checks the authorization to claim (separate authorization letter or accomplished back page of TSR, GP 4.4-01-F03) the Test Report and valid identification.	None	2 minutes	<i>Science Research Analyst</i> STD-RRU



	For customers who availed of email correspondence as the mode of release of Test Reports, RRU staff immediately sends the Test Report to the provided email address by the customer.			
11. Customer signs the receiving copy of the Test Report.	11.1 RRU staff asks customer to sign the receiving copy of the Test Report.	None	1 minute	Science Research Analyst STD-RRU
	11.2 RRU staff places Test Report inside an envelope and forwards to the customer. Electronic copies of test reports can also be issued through email (if requested during sample validation): rru_std@itdi.dost.gov.ph	None	1 minute	Science Research Analyst STD-RRU
12. Customer accomplishes harmonized Client Satisfaction Measurement (CSM) Form (QMS-F2) and drops accomplished form inside the drop box at the RRU.	12.1 RRU staff asks customer to accomplish Client Satisfaction Measurement (CSM) Form (QMS-F2) or through online (along with the electronic copies of test reports)	None	3 minutes	Science Research Analyst STD-RRU



<b>TOTAL:</b>	Please refer to ITDI-STD published Schedule of Fees and Charges	<b>87 days and 43 minutes</b>	
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\*Timelines indicated are for 1 sample submitted only. Longer time is expected if many samples are submitted. Entomological Testing (Bioefficacy Testing) qualified for multi-stage processing.

**SCHEDULE OF FEES AND CHARGES FOR TESTING  
AND ANALYTICAL SERVICES**  
(As of October 1, 2014)

Sample Name	Test Name	Test Method	Test Fee (PhP)	Sample Requirement
<b>PLANTS AND PHARMACEUTICAL PRODUCTS</b>				
<b>Aerosols, EC Fumigants, Insect Sprays</b>	Knockdown and Mortality for Flying and Crawling Insects	Glass Cylinder Method	33,000.00	12 cans 300ml
<b>Larvicides</b>	Mosquito Larvicidal Test	Probit Method	23,000.00	500g / 500 ml
<b>Lotion, Spray, Soap, Mothballs</b>	Repellency Test for Cockroaches	Ebeling Method	33,000.00	100 g



<b>Fumigants, Insect Spray, EC</b>	Residual Activity Test	Cone Test Method	35,000.00	100 g
<b>Mosquito Coil</b>	Knockdown and Mortality for Flying and Crawling Insects	Glass Cylinder Method	33,000.00	6 boxes



### 3 Entomological Testing (Insecticidal Activity Screening)

Insecticidal activity testing of natural products or plant extracts used for research and development.

<b>Office or Division:</b>	Standards and Testing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid sample(s) for testing (refer to the Schedule of Fees and Charges for Testing and Analytical Services)	Provided by the customer	
2. Accomplished Customer Information Sheet (CIS), GP 4.4-01-F01 (1 original)	ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence	
3. Valid identification cards - Student ID/Senior Citizen ID/ PWD ID (1 original)	Provided by the customer	
4. Validated Technical Service Request (TSR), GP 4.4-01-F03 (1 original)	ITDI-STD/ Validation Room	
5. Invoice receipt (1 original)	ITDI/Administrative Division/Cashier Section/2 <sup>nd</sup> Floor Metrology Building	
6. Authorization letter if representative (1 original)	Provided by the customer	
7. Alternative to authorization letter: accomplished "Authority to Claim" at the back portion of TSR (1 original)	ITDI-STD/ Validation Room	
8. Valid government-issued identification cards of the person authorized and the person who gave the authorization (1 photocopy)	Provided by the customer	



9. Client Satisfaction Measurement (CSM) Form, QMS-F2 (1 original/softcopy)		ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer logs in on the logbook of the guard-on-duty.	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building
2. Customer informs RRU staff of the testing needs and brings sample for submission.	2.1 RRU checks if customer requirement is within the capability of ITDI-STD.  If capability is not within ITDI-STD capability, RRU staff endorses customer to OneLab Referral System through the Customer Receiving Officer (CRO)	None	1 minute	<i>Science Research Analyst</i> STD-RRU
3. Customer accomplishes Customer Information Sheet (CIS, GP 4.4-01-F01) or presents the accomplished CIS given through email: <a href="mailto:entomology.std@gmail.com">entomology.std@gmail.com</a>	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 staff instructs customer to proceed to the Validation Room/designated area.	None	2 minutes	<i>Science Research Analyst</i> STD-RRU



4. Customer proceeds to validation room/designated area and wait for the laboratory/section validator.	3.1 Concerned laboratory/section validator proceeds to Validation Room.	None	3 minutes	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
	3.2 Validator checks validity of sample and completeness of details provided by the customer.	None	3 minutes	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
	3.3 Validator inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS).	None	10 minutes*	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
5. Customer checks correctness of information in the printed TSR.	5.1 Validator prints 1 copy of the Technical Service Request Form (TSR, GP 4.4-01-F03).	None	1 minute	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
	5.2 Validator discusses to customer due date of testing service, terms and conditions, modes of release of test reports and the requirements for release of test reports to authorized representative.	None	3 minutes	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
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	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
	6.2 Customer and validator agree to the content of the	None	3 minutes	<i>Supervising SRS</i> Entomology Section, Biological Laboratory





	TSR and both sign the form, all four (4) copies.			Validation Room
	6.3 Validator gives three (3) copies of the signed four (4) copies to the customer for payment at the Cashier.	None	1 minute	<i>Supervising SRS</i> Entomology Section, Biological Laboratory Validation Room
<p>7. Customer proceeds to ITDI cashier for payment (option 1); E-payment (option 2)</p> <p>Customer presents three (3) copies of the signed TSRs together with payment of total fee.</p>	7.1 Cashier checks submitted TSRs and issues Invoice of the payment received.	<p>Please refer to ITDI-STD published Schedule of Fees and Charges</p> <p>20% discount for students, senior citizens, and persons with disabilities (PWDs)</p>	5 minutes	<p><i>Administrative Officer III</i> Cashier Section, Administrative Division, 2<sup>nd</sup> floor Metrology Building</p>
	7.2 Cashier provides the customer his/her copy of the TSR and the invoice. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1) copy is sent back to ITDI-STD for commencement of technical service. Laboratory/ section concerned checks payment of customer through online	None		<p><i>Administrative Officer III</i> Cashier Section, Administrative Division, 2<sup>nd</sup> floor Metrology Building</p>



	using ULIMS or through received TSR and technical service is started.			
8. No activity.	8.1 Laboratory conducts analytical testing.	None	19 days* (paused clock)	<i>Supervising SRS</i> Entomology Section, Biological Laboratory
9. Customer goes back to ITDI-STD to claim Test Report after the agreed turn-around time for the technical service availed. Customer logs in on the logbook of the guard-on-duty.	9.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building
10. Customer presents his/her copy of the Technical Service Request (TSR, GP 4.4-01-F03). If a representative is sent, authority to claim and valid identification cards are presented.	10.1 RRU staff checks the presented TSR. If person claiming test report is not the same person who submitted the sample, RRU staff checks the authorization to claim (separate authorization letter or accomplished back page of TSR, GP 4.4-01-F03) the Test Report and valid identification.  For customers who availed of email correspondence as the mode of release of	None	2 minutes	<i>Science Research Analyst</i> STD-RRU



	Test Reports, RRU staff immediately sends the Test Report to the provided email address by the customer.			
11. Customer signs the receiving copy of the Test Report.	11.1 RRU staff asks customer to sign the receiving copy of the Test Report.	None	1 minute	Science Research Analyst STD-RRU
	11.2 RRU staff places Test Report inside an envelope and forwards to the customer. Electronic copies of test reports can also be issued through email (if requested during sample validation): rru_std@itdi.dost.gov.ph	None	1 minute	Science Research Analyst STD-RRU
12. Customer accomplishes harmonized Client Satisfaction Measurement (CSM) Form (QMS-F2) and drops accomplished form inside the drop box at the RRU.	12.1 RRU staff asks customer to accomplish Client Satisfaction Measurement (CSM) Form (QMS-F2) or through online (along with the electronic copies of test reports)	None	3 minutes	Science Research Analyst STD-RRU
<b>TOTAL:</b>		Please refer to ITDI-STD	<b>19 days and 43 minutes</b>	



	published Schedule of Fees and Charges		
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\*Timelines indicated are for 1 sample submitted only. Longer time is expected if many samples are submitted.

**SCHEDULE OF FEES AND CHARGES FOR TESTING  
AND ANALYTICAL SERVICES**  
(As of October 1, 2014)

Sample Name	Test Name	Test Method	Test Fee (PhP)	Sample Requirement
<b>PLANTS AND PHARMACEUTICAL PRODUCTS</b>				
<b>Plant extracts</b>	Knockdown and Mortality Test	Glass Cylinder Method	7,500.00	50 g / 50 ml
	Mosquito Larvicides	Probit Method	6,840.00	100 g / 100 ml
	Repellency Test	WHO Cone Test Method	4,800.00	25 g / 25 ml



## 4 Microbiological Testing

This service involves the detection and quantification of microorganisms present in water, food and cosmetics, and determination of antimicrobial activities of plant extracts and different products.

<b>Office or Division:</b>	Standards and Testing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid sample(s) for testing (refer to the Schedule of Fees and Charges for Testing and Analytical Services)		Provided by the customer
2. Accomplished Customer Information Sheet (CIS), GP 4.4-01-F01 (1 original)		ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence
3. Valid identification cards - Student ID/Senior Citizen ID/ PWD ID (1 original)		Provided by the customer
4. Validated Technical Service Request (TSR), GP 4.4-01-F03 (1 original)		ITDI-STD/ Validation Room
5. Invoice receipt (1 original)		ITDI/Administrative Division/Cashier Section/2 <sup>nd</sup> Floor Metrology Building
6. Authorization letter if representative (1 original)		Provided by the customer
7. Alternative to authorization letter: accomplished "Authority to Claim" at the back portion of TSR (1 original)		ITDI-STD/ Validation Room



8. Valid government-issued identification cards of the person authorized and the person who gave the authorization (1 photocopy)		Provided by the customer		
9. Client Satisfaction Measurement (CSM) Form, QMS-F2 (1 original/softcopy)		ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer logs in on the logbook of the guard-on-duty.	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty STD Building</i>
2. Customer informs RRU staff of the testing needs and brings sample for submission.	2.1 RRU checks if customer requirement is within the capability of ITDI-STD.  If capability is not within ITDI-STD capability, RRU staff endorses customer to OneLab Referral System through the Customer Receiving Officer (CRO)	None	1 minute	<i>Science Research Analyst STD-RRU</i>
3. Customer accomplishes Customer Information Sheet (CIS, GP 4.4-01-F01) or presents the accomplished CIS given through email: <a href="mailto:microbiology.std@gmail.com">microbiology.std@gmail.com</a>	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 staff	None	2 minutes	<i>Science Research Analyst STD-RRU</i>



	instructs customer to proceed to the Validation Room/designated area.			
4. Customer proceeds to validation room/designated area and wait for the laboratory/section validator.	4.1 Concerned laboratory/section validator proceeds to Validation Room.	None	3 minutes	<i>Supervising SRS</i> Microbiology Section, Biological Laboratory Validation Room
	4.2 Validator checks validity of sample and completeness of details provided by the customer.	None	3 minutes	<i>Supervising SRS</i> Microbiology Section, Biological Laboratory Validation Room
	4.3 Validator inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS).	None	10 minutes*	<i>Supervising SRS</i> Microbiology Section, Biological Laboratory Validation Room
5. Customer checks correctness of information in the printed TSR.	4.1 Validator prints 1 copy of the Technical Service Request Form (TSR, GP 4.4-01-F03).	None	1 minute	<i>Supervising SRS</i> Microbiology Section, Biological Laboratory Validation Room
	4.2 Validator discusses to customer due date of testing service, terms and conditions, modes of release of test reports and the requirements for release of test reports to authorized representative.	None	3 minutes	<i>Supervising SRS</i> Microbiology Section, Biological Laboratory Validation Room
6. Customer and validator agree to the content of	6.1 Once agreed by the customer, validator prints	None	2 minutes	<i>Supervising SRS</i> Microbiology Section, Biological Laboratory Validation Room



the TSR and both sign the form.	three (3) more copies of the TSR.			
	6.2 Customer and validator agree to the content of the TSR and both sign the form, all four (4) copies.	None	3 minutes	<i>Supervising SRS</i> Microbiology Section, Biological Laboratory Validation Room
	6.3 Validator gives three (3) copies of the signed four (4) copies to the customer for payment at the Cashier.	None	1 minute	<i>Supervising SRS</i> Microbiology Section, Biological Laboratory Validation Room
7. Customer proceeds to ITDI cashier for payment (option 1); E-payment (option 2)  Customer presents three (3) copies of the signed TSRs together with payment of total fee.	7.1 Cashier checks submitted TSRs and issues Invoice of the payment received.	Please refer to ITDI-STD published Schedule of Fees and Charges  20% discount for students, senior citizens, and persons with disabilities (PWDs)	5 minutes	<i>Administrative Officer III</i> Cashier Section, Administrative Division, 2 <sup>nd</sup> floor Metrology Building
	7.2 Cashier provides the customer his/her copy of the TSR and the invoice. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1) copy is sent back to ITDI-STD for commencement of	None		<i>Administrative Officer III</i> Cashier Section, Administrative Division, 2 <sup>nd</sup> floor Metrology Building





	technical service. Laboratory/ section concerned checks payment of customer through online using ULIMS or through received TSR and technical service is started.			
8. No activity.	8.1 Laboratory conducts analytical testing.	None	19 days* (paused clock)	<i>Supervising SRS</i> Microbiology Section, Biological Laboratory
9. Customer goes back to ITDI-STD to claim Test Report after the agreed turn-around time for the technical service availed. Customer logs in on the logbook of the guard-on-duty.	9.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building
10. Customer presents his/her copy of the Technical Service Request (TSR, GP 4.4-01-F03). If a representative is sent, authority to claim and valid identification cards are presented.	10.1 RRU staff checks the presented TSR. If person claiming test report is not the same person who submitted the sample, RRU staff checks the authorization to claim (separate authorization letter or accomplished back page of TSR, GP 4.4-01-F03) the Test Report and valid identification.	None	2 minutes	<i>Science Research Analyst</i> STD-RRU



	For customers who availed of email correspondence as the mode of release of Test Reports, RRU staff immediately sends the Test Report to the provided email address by the customer.			
11. Customer signs the receiving copy of the Test Report.	11.1 RRU staff asks customer to sign the receiving copy of the Test Report.	None	1 minute	Science Research Analyst STD-RRU
	11.2 RRU staff places Test Report inside an envelope and forwards to the customer. Electronic copies of test reports can also be issued through email (if requested during sample validation): rru_std@itdi.dost.gov.ph	None	1 minute	Science Research Analyst STD-RRU
12. Customer accomplishes harmonized Client Satisfaction Measurement (CSM) Form (QMS-F2) and drops accomplished	12.1 RRU staff asks customer to accomplish Client Satisfaction Measurement (CSM) Form (QMS-F2) or through online (along with the electronic copies of test reports)	None	3 minutes	Science Research Analyst STD-RRU



form inside the drop box at the RRU.				
<b>TOTAL:</b>		Please refer to ITDI-STD published Schedule of Fees and Charges	<b>19 days and 43 minutes</b>	

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

**SCHEDULE OF FEES AND CHARGES FOR TESTING  
AND ANALYTICAL SERVICES**  
(As of October 1, 2014)

Sample Name	Test Name	Test Method	TEST FEE (PhP)	SAMPLE REQUIREMENT
Water	Bacteriological Examination A (HPC + Coliform Count)	Standard Methods for the Examination of Water and Wastewater (SMEWW) APHA, AWWA, WEF	1,100.00	- At least 120 mL x 1 - FDA Requirement: At least 120 mL x 5  Sample Submission: <b>Mondays and Tuesdays</b> , 8:00 AM - 12:00 NN
	Bacteriological Examination B (HPC + Coliform Count + <i>E. coli</i> Count)		1,700.00	
	Bacteriological Examination C (HPC + Coliform Count + Fecal Coliform Count)		1,200.00	
	Bacteriological Examination D (Total Coliform Count + Fecal Coliform Count)		650.00	



	Heterotrophic Plate Count (HPC)		550.00	
	Total Coliform Count		550.00	
	<i>E. coli</i> Count		1,000.00	
Food, Cosmetics, Extracts, Veterinary Products, etc.	Aerobic/ Total/ Standard Plate Count	Bacteriological Analytical Manual, Online US Food and Drug Administration	550.00	- At least 100 g or mL x 1 - FDA Requirement: At least 100 g or mL x 5
	Total Coliform Count		550.00	
	<i>E. coli</i> Count		1,000.00	
	Molds and Yeast Count		550.00	
	<i>Salmonella</i> sp. Detection, Presumptive (Conventional)		900.00	
	<i>Staphylococcus aureus</i> Count		1,200.00	
	Commercial Sterility (Low acid, pH more than 4.6)		2,000.00	- At least 100 g or mL x 1 - FDA Requirement: At least 100 g or mL x 5
Plant Extracts, Cosmetics, Disinfectants, etc.	Antimicrobial Activity ( <i>E. coli</i> , <i>S. aureus</i> , <i>P. aeruginosa</i> , <i>S. typhimurium</i> , <i>B. subtilis</i> )	The US Pharmacopeia 30 NF 25, 2007 (Disc Diffusion Method)	600.00	- At least 50 g or mL  Test depends on the availability of cultures, especially fungal cultures
	Antifungal Activity ( <i>S. cerevisiae</i> , <i>C. albicans</i> , <i>A. brasiliensis</i> )		600.00	



## 5 Pharmacological and Toxicological Testing (Bioassay and Contract Testing Services)

Preclinical testing services, including anti-inflammatory, diuretic, and analgesic assays for routine studies, along with specialized contract research services tailored to specific needs.

<b>Office or Division:</b>	Standards and Testing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid sample(s) for testing (refer to the Schedule of Fees and Charges for Testing and Analytical Services)		Provided by the customer
2. Accomplished Customer Information Sheet (CIS), GP 4.4-01-F01 (1 original)		ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence
3. Valid identification cards - Student ID/Senior Citizen ID/ PWD ID (1 original)		Provided by the customer
4. Application for Authorization for Scientific Procedure using Animals, RF-AHWD-05 Animal Research Permit Application Form (1 original or softcopy)		The form can be downloaded from <a href="https://www.bai.gov.ph/ahwd-downloads?BA=Animal%20Health%20and%20Welfare%20Forms">https://www.bai.gov.ph/ahwd-downloads?BA=Animal%20Health%20and%20Welfare%20Forms</a> or given through email: <a href="mailto:std.ptslaf@gmail.com">std.ptslaf@gmail.com</a>
5. Animal Research Clearance, RF AHWD-49 (1 original)		Bureau of Animal Industry through ITDI-STD
6. Validated Technical Service Request (TSR), GP 4.4-01-F03 (1 original)		ITDI-STD/ Validation Room
7. Invoice receipt (1 original)		ITDI/Administrative Division/Cashier Section/2 <sup>nd</sup> Floor Metrology Building



8. Authorization letter if representative (1 original)	Provided by the customer			
9. Alternative to authorization letter: accomplished "Authority to Claim" at the back portion of TSR (1 original)	ITDI-STD/ Validation Room			
10. Valid government-issued identification cards of the person authorized and the person who gave the authorization (1 photocopy)	Provided by the customer			
11. Client Satisfaction Measurement (CSM) Form, QMS-F2 (1 original/softcopy)	ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stage 1: Pre-Validation and Animal Research Clearance Application				
1. Customer logs in on the logbook of the guard-on-duty.	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building
2. Customer informs RRU staff of the testing needs.	2.1 RRU checks if customer requirement is within the capability of ITDI-STD.  If capability is not within ITDI-STD capability, RRU staff endorses customer to OneLab Referral System through the Customer Receiving Officer (CRO)	None	1 minute	<i>Science Research Analyst</i> STD-RRU
3. Customer accomplishes Customer Information	3.1 If within capability, RRU instructs customer to accomplish Customer	None	2 minutes	<i>Science Research Analyst</i> STD-RRU



Sheet (CIS, GP 4.4-01-F01) or presents the accomplished CIS given through email: <a href="mailto:std.ptslaf@gmail.com">std.ptslaf@gmail.com</a>	Information Sheet (CIS, GP 4.4-01-F01). RRU staff calls validator from concerned laboratory through paging system or local phone call. RRU staff instructs customer to proceed to the Validation Room/designated area.			
4. Receives application form for the Authorization for Scientific Procedure using Animals. This is also given through email: <a href="mailto:std.ptslaf@gmail.com">std.ptslaf@gmail.com</a>	4.1 The validator provides the application form for Authorization for Scientific Procedure using Animals, RF-AHWD-05 (Animal Research Permit Application Form).	None	2 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
5. Customer accomplishes and submits the application to ITDI-STD through email: <a href="mailto:std.ptslaf@gmail.com">std.ptslaf@gmail.com</a>	5.1 The ITDI's Institutional Animal Care and Use Committee (IACUC)-internal review committee, reviews the application form along with the submitted test protocol.  Once reviewed, IACUC forwards the application to the Bureau of Animal Industry (BAI) for final review and approval.	None	14 days (paused clock)	<i>IACUC Chairperson ITDI</i>



6. The customer settles the payment for the Animal Research Clearance through BAI online payment system.  (Application Fee: P100.00)	6.1 BAI reviews the submitted form. Once approved, an Animal Research Clearance (ARC) will be issued.	Payment is through BAI online payment system	14 days (paused clock)	<i>IACUC Chairperson</i> ITDI <i>Authorized Representative</i> Bureau of Animal Industry (BAI)
Stage 2: Sample Validation and Conduct of Testing				
7. Customer goes back to ITDI-STD and proceeds to validation room/designated area and wait for the laboratory/section validator.	7.1 Concerned laboratory/ section validator proceeds to Validation Room.	None	3 minutes	<i>Supervising SRS</i> Pharmacology and Toxicology Section, Biological Laboratory Validation Room
	7.2 Validator checks validity of sample and completeness of details provided by the customer.	None	3 minutes	<i>Supervising SRS</i> Pharmacology and Toxicology Section, Biological Laboratory Validation Room
	7.3 Validator inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS).	None	10 minutes*	<i>Supervising SRS</i> Pharmacology and Toxicology Section, Biological Laboratory Validation Room
8. Customer checks correctness of information in the printed TSR.	8.1 Validator prints 1 copy of the Technical Service Request Form (TSR, GP 4.4-01-F03).	None	1 minute	<i>Supervising SRS</i> Pharmacology and Toxicology Section, Biological Laboratory Validation Room





	8.2 Validator discusses to customer due date of testing service, terms and conditions, modes of release of test reports and the requirements for release of test reports to authorized representative.	None	3 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
9. Customer and validator agree to the content of the TSR and both sign the form.	9.1 Once agreed by the customer, validator prints three (3) more copies of the TSR.	None	2 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
	9.2 Customer and validator agree to the content of the TSR and both sign the form, all four (4) copies.	None	3 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
	9.3 Validator gives three (3) copies of the signed four (4) copies to the customer for payment at the Cashier.	None	1 minute	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
10. Customer proceeds to ITDI cashier for payment (option 1); E-payment (option 2)  Customer presents three (3) copies of the signed TSRs together	10.1 Cashier checks submitted TSRs and issues Invoice of the payment received.	Refer to TSD Technical Services Fees and Charges  20% discount for students, senior citizens,	5 minutes	<i>Administrative Officer III Cashier Section, Administrative Division, 2<sup>nd</sup> floor Metrology Building</i>



with payment of total fee.		and persons with disabilities (PWDs)		
	10.2 Cashier provides the customer his/her copy of the TSR and the invoice. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1) copy is sent back to ITDI-STD for commencement of technical service. Laboratory/ section concerned checks payment of customer through online using ULIMS or through received TSR and technical service is started.	None		<i>Administrative Officer III</i> Cashier Section, Administrative Division, 2 <sup>nd</sup> floor Metrology Building
11.No activity.	11.1 Laboratory conducts analytical testing.	None	60 days* (paused clock)	<i>Supervising SRS</i> Pharmacology and Toxicology Section, Biological Laboratory
Stage 3: Issuance of Test Report				
12. Customer goes back to ITDI-STD to claim Test Report after the agreed turn-around time for the technical service availed. Customer logs	12.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building



in on the logbook of the guard-on-duty.				
13. Customer presents his/her copy of the Technical Service Request (TSR, GP 4.4-01-F03). If a representative is sent, authority to claim and valid identification cards are presented.	<p>13.1 RRU staff checks the presented TSR. If person claiming test report is not the same person who submitted the sample, RRU staff checks the authorization to claim (separate authorization letter or accomplished back page of TSR, GP 4.4-01-F03) the Test Report and valid identification.</p> <p>For customers who availed of email correspondence as the mode of release of Test Reports, RRU staff immediately sends the Test Report to the provided email address by the customer.</p>	None	2 minutes	Science Research Analyst STD-RRU
14. Customer signs the receiving copy of the Test Report.	14.1 RRU staff asks customer to sign the receiving copy of the Test Report.	None	1 minute	Science Research Analyst STD-RRU
	14.2 RRU staff places Test Report inside an envelope and forwards to the customer. Electronic	None	1 minute	Science Research Analyst STD-RRU



	copies of test reports can also be issued through email (if requested during sample validation): rru_std@itdi.dost.gov.ph			
15. Customer accomplishes harmonized Client Satisfaction Measurement (CSM) Form (QMS-F2) and drops accomplished form inside the drop box at the RRU.	15.1 RRU staff asks customer to accomplish Client Satisfaction Measurement (CSM) Form (QMS-F2) or through online (along with the electronic copies of test reports)	None	3 minutes	<i>Science Research Analyst</i> STD-RRU
<b>TOTAL:</b>		Refer to TSD Technical Services Fees and Charges	<b>88 days and 45 minutes</b>	

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

\*Fees and charges are subject to the customer's protocol and methodology.

Pharmacological and Toxicological Testing (Bioassay and Other Contract Testing Services) qualified for multi-stage processing.



## 6 Pharmacological and Toxicological Testing (Toxicity Test)

Toxicity testing services for plant isolates, food supplements, cosmetics, and household and agricultural pesticides following OECD guidelines.

<b>Office or Division:</b>	Standards and Testing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid sample(s) for testing (refer to the Schedule of Fees and Charges for Testing and Analytical Services)		Provided by the customer
2. Accomplished Customer Information Sheet (CIS), GP 4.4-01-F01 (1 original)		ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence
3. Valid identification cards - Student ID/Senior Citizen ID/ PWD ID (1 original)		Provided by the customer
4. Application for Authorization for Scientific Procedure using Animals, RF-AHWD-05 Animal Research Permit Application Form (1 original or softcopy)		The form can be downloaded from <a href="https://www.bai.gov.ph/ahwd-downloads?BA=Animal%20Health%20and%20Welfare%20Forms">https://www.bai.gov.ph/ahwd-downloads?BA=Animal%20Health%20and%20Welfare%20Forms</a> or given through email: <a href="mailto:std.ptslaf@gmail.com">std.ptslaf@gmail.com</a>
5. Animal Research Clearance, RF AHWD-49 (1 original)		Bureau of Animal Industry through ITDI-STD
6. Validated Technical Service Request (TSR), GP 4.4-01-F03 (1 original)		ITDI-STD/ Validation Room
7. Invoice receipt (1 original)		ITDI/Administrative Division/Cashier Section/2 <sup>nd</sup> Floor Metrology Building



8. Authorization letter if representative (1 original)	Provided by the customer			
9. Alternative to authorization letter: accomplished "Authority to Claim" at the back portion of TSR (1 original)	ITDI-STD/ Validation Room			
10. Valid government-issued identification cards of the person authorized and the person who gave the authorization (1 photocopy)	Provided by the customer			
11. Client Satisfaction Measurement (CSM) Form, QMS-F2 (1 original/softcopy)	ITDI-STD/Receiving and Releasing Unit (RRU) or through email correspondence			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stage 1: Pre-Validation and Animal Research Clearance Application				
1. Customer logs in on the logbook of the guard-on-duty.	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building
2. Customer informs RRU staff of the testing needs.	2.1 RRU checks if customer requirement is within the capability of ITDI-STD.  If capability is not within ITDI-STD capability, RRU staff endorses customer to OneLab Referral System through the Customer Receiving Officer (CRO)	None	1 minute	<i>Science Research Analyst</i> STD-RRU
3. Customer accomplishes Customer Information	3.1 If within capability, RRU instructs customer to accomplish Customer	None	2 minutes	<i>Science Research Analyst</i> STD-RRU



Sheet (CIS, GP 4.4-01-F01) or presents the accomplished CIS given through email: <a href="mailto:std.ptslaf@gmail.com">std.ptslaf@gmail.com</a>	Information Sheet (CIS, GP 4.4-01-F01). RRU staff calls validator from concerned laboratory through paging system or local phone call. RRU staff instructs customer to proceed to the Validation Room/designated area.			
4. Receives application form for the Authorization for Scientific Procedure using Animals. This is also given through email: <a href="mailto:std.ptslaf@gmail.com">std.ptslaf@gmail.com</a>	4.1 The validator provides the application form for Authorization for Scientific Procedure using Animals, RF-AHWD-05 (Animal Research Permit Application Form).	None	2 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
5. Customer accomplishes and submits the application to ITDI-STD through email: <a href="mailto:std.ptslaf@gmail.com">std.ptslaf@gmail.com</a>	5.1 The ITDI's Institutional Animal Care and Use Committee (IACUC)-internal review committee, reviews the application form along with the submitted test protocol.  Once reviewed, IACUC forwards the application to the Bureau of Animal Industry (BAI) for final review and approval.	None	14 days (paused clock)	<i>IACUC Chairperson ITDI</i>



6. The customer settles the payment for the Animal Research Clearance through BAI online payment system.  (Application Fee: P100.00)	6.1 BAI reviews the submitted form. Once approved, an Animal Research Clearance (ARC) will be issued.	Payment is through BAI online payment system	14 days (paused clock)	<i>IACUC Chairperson ITDI Authorized Representative Bureau of Animal Industry (BAI)</i>
Stage 2: Sample Validation and Conduct of Testing				
7. Customer goes back to ITDI-STD and proceeds to validation room/designated area and wait for the laboratory/section validator.	7.1 Concerned laboratory/ section validator proceeds to Validation Room.	None	3 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
	7.2 Validator checks validity of sample and completeness of details provided by the customer.	None	3 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
	7.3 Validator inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS).	None	10 minutes*	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
8. Customer checks correctness of information in the printed TSR.	8.1 Validator prints 1 copy of the Technical Service Request Form (TSR, GP 4.4-01-F03).	None	1 minute	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>





	8.2 Validator discusses to customer due date of testing service, terms and conditions, modes of release of test reports and the requirements for release of test reports to authorized representative.	None	3 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
9. Customer and validator agree to the content of the TSR and both sign the form.	9.1 Once agreed by the customer, validator prints three (3) more copies of the TSR.	None	2 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
	9.2 Customer and validator agree to the content of the TSR and both sign the form, all four (4) copies.	None	3 minutes	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
	9.3 Validator gives three (3) copies of the signed four (4) copies to the customer for payment at the Cashier.	None	1 minute	<i>Supervising SRS Pharmacology and Toxicology Section, Biological Laboratory Validation Room</i>
10. Customer proceeds to ITDI cashier for payment (option 1); E-payment (option 2)  Customer presents three (3) copies of the signed TSRs together	10.1 Cashier checks submitted TSRs and issues Invoice of the payment received.	Please refer to ITDI-STD published Schedule of Fees and Charges  20% discount for students, senior citizens,	5 minutes	<i>Administrative Officer III Cashier Section, Administrative Division, 2<sup>nd</sup> floor Metrology Building</i>



with payment of total fee.		and persons with disabilities (PWDs)		
	10.2 Cashier provides the customer his/her copy of the TSR and the invoice. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1) copy is sent back to ITDI-STD for commencement of technical service. Laboratory/ section concerned checks payment of customer through online using ULIMS or through received TSR and technical service is started.	None		<i>Administrative Officer III</i> Cashier Section, Administrative Division, 2 <sup>nd</sup> floor Metrology Building
11.No activity.	11.1 Laboratory conducts analytical testing.	None	30 days* (paused clock)	<i>Supervising SRS</i> Pharmacology and Toxicology Section, Biological Laboratory
Stage 3: Issuance of Test Report				
12.Customer goes back to ITDI-STD to claim Test Report after the agreed turn-around time for the technical service availed. Customer logs in on the logbook of the guard-on-duty.	12.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building



<p>13. Customer presents his/her copy of the Technical Service Request (TSR, GP 4.4-01-F03). If a representative is sent, authority to claim and valid identification cards are presented.</p>	<p>13.1 RRU staff checks the presented TSR. If person claiming test report is not the same person who submitted the sample, RRU staff checks the authorization to claim (separate authorization letter or accomplished back page of TSR, GP 4.4-01-F03) the Test Report and valid identification.</p> <p>For customers who availed of email correspondence as the mode of release of Test Reports, RRU staff immediately sends the Test Report to the provided email address by the customer.</p>	None	2 minutes	Science Research Analyst STD-RRU
<p>14. Customer signs the receiving copy of the Test Report.</p>	<p>14.1 RRU staff asks customer to sign the receiving copy of the Test Report.</p>	None	1 minute	Science Research Analyst STD-RRU
	<p>14.2 RRU staff places Test Report inside an envelope and forwards to the customer. Electronic copies of test reports can</p>	None	1 minute	Science Research Analyst STD-RRU



	also be issued through email (if requested during sample validation): rru_std@itdi.dost.gov.ph			
15. Customer accomplishes harmonized Client Satisfaction Measurement (CSM) Form (QMS-F2) and drops accomplished form inside the drop box at the RRU.	15.1 RRU staff asks customer to accomplish Client Satisfaction Measurement (CSM) Form (QMS-F2) or through online (along with the electronic copies of test reports)	None	3 minutes	<i>Science Research Analyst</i> STD-RRU
<b>TOTAL:</b>		Please refer to ITDI-STD published Schedule of Fees and Charges	<b>58 days and 45 minutes</b>	

\*Timelines indicated are for 1 sample submitted only. Longer time is expected if many samples are submitted. Pharmacological and Toxicological Testing (Toxicity Test) qualified for multi-stage processing.



### SCHEDULE OF FEES AND CHARGES FOR TESTING AND ANALYTICAL SERVICES

(As of October 1, 2014)

Sample Name	Test Name	Test Method	TEST FEE (PhP)	SAMPLE REQUIREMENT
Pharmaceuticals and Natural Products	Approximate Lethal Dose	OECD Guideline 425	7900.00	50 g
	Analgesic (Plantar)	Hargreaves Method	4800.00	100 mL
	Anti-inflammatory Test	Winter Method	4,200.00	50 g
	Diuretic Test	Lipschitz Method	3,800.00	50 g
	Acute Oral Toxicity (LD50)	OECD Guideline 423	20,000.00	500 g/1 L
Plant Components	Preliminary Dermal Irritation	OECD Guideline 404	7,250.00	50 g
	Dermal Irritation	OECD Guideline 404	11,750.00	100 g
	Preliminary Eye Irritation	OECD Guideline 405	7,250.00	50 g



	Eye Irritation	OECD Guideline 405	11,750.00	100 g
	Dermal Sensitization	OECD Guideline 442 A-D	48,500.00	500 g/1 L
Biocides and Allied Product	Acute Oral Toxicity (LD50)	OECD Guideline 423	42,500.00	1 L
	Acute Dermal Toxicity	OECD Guideline 402	52,500.00	1 L
	Dermal Irritation	OECD Guideline 404	20,000.00	1 L
	Eye Irritation	OECD Guideline 405	25,000.00	1 L
	Dermal Sensitization	OECD Guideline 442 A-D	48,500.00	1 L
Agrochemical and Allied Product	Acute Oral Toxicity	OECD Guideline 423	21,200.00	1L
	Acute Dermal Toxicity	OECD Guideline 402	29,000.00	1L



## 7. Physical and Mechanical Testing

Performance testing of materials such as rubber and rubber-based products, plastic and plastic products, construction materials and school supplies based on ASTM, ISO and BPS PNS methods.

<b>Office or Division:</b>	Standards and Testing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid sample(s) for testing (refer to the Schedule of Fees and Charges for Testing and Analytical Services)	Provided by the customer	
2. Accomplished Customer Information Sheet (CIS), GP 4.4-01-F01 (1 original)	ITDI-STD /Receiving and Releasing Unit (RRU) or through email correspondence	
3. Valid identification cards - Student ID/Senior Citizen ID/ PWD ID (1 original)	Provided by the customer	
4. Validated Technical Service Request (TSR), GP 4.4-01-F03 (1 original)	Validation Room/ITDI-STD	
5. Invoice receipt (1 original)	ITDI-Administrative Division/2 <sup>nd</sup> Floor Metrology Building, Cashier Section	
6. Authorization letter if representative (1 original copy)	Provided by the customer	
7. Alternative to authorization letter: accomplished "Authority to Claim" at the back portion of TSR (1 original)	Validation Room/ITDI-STD	



8. Valid government-issued identification cards of the person authorized and the person who gave the authorization (1 photocopy)		Provided by the customer		
9. Client Satisfaction Measurement (CSM) Form, QMS-F2 (1 original/softcopy)		ITDI-STD / Receiving and Releasing Unit (RRU) or through email correspondence		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer logs in on the logbook of the guard-on-duty.	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building
2. Customer informs RRU staff of the testing needs and brings sample for submission.	2.1 RRU checks if customer requirement is within the capability of ITDI-STD.  If capability is not within ITDI-STD capability, RRU staff endorses customer to OneLab Referral System through the Customer Receiving Officer (CRO)	None	1 minute	<i>Science Research Analyst</i> STD-RRU
3. Customer accomplishes Customer Information Sheet (CIS, GP 4.4-01-F01) or presents the accomplished CIS given through email: <a href="mailto:pptl.std@itdi.dost.gov.ph">pptl.std@itdi.dost.gov.ph</a>	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 staff	None	2 minutes	<i>Science Research Analyst</i> STD-RRU





	instructs customer to proceed to the Validation Room/designated area.			
4. Customer proceeds to validation room/designated area and wait for the laboratory/section validator.	4.1 Concerned laboratory/ section validator proceeds to Validation Room.	None	3 minutes	<i>Supervising SRS</i> Physical and Performance Testing Laboratory Validation Room
	4.2 Validator checks validity of sample and completeness of details provided by the customer.	None	3 minutes	<i>Supervising SRS</i> Physical and Performance Testing Laboratory Validation Room
	4.3 Validator inputs information provided by the customer to the Unified Laboratory Information Management System (ULIMS).	None	10 minutes*	<i>Supervising SRS</i> Physical and Performance Testing Laboratory Validation Room
5. Customer checks correctness of information in the printed TSR.	5.1 Validator prints 1 copy of the Technical Service Request Form (TSR, GP 4.4-01-F03).	None	1 minute	<i>Supervising SRS</i> Physical and Performance Testing Laboratory Validation Room
	5.2 Validator discusses to customer due date of testing service, terms and conditions, modes of release of test reports and the requirements for release of test reports to authorized representative.	None	3 minutes	<i>Supervising SRS</i> Physical and Performance Testing Laboratory Validation Room
6. Customer and validator agree to the content of	6.1 Once agreed by the customer, validator prints	None	2 minutes	<i>Supervising SRS</i> Physical and Performance Testing Laboratory Validation Room



the TSR and both sign the form.	three (3) more copies of the TSR.			
	6.2 Customer and validator agree to the content of the TSR and both sign the form, all four (4) copies.	None	3 minutes	<i>Supervising SRS</i> Physical and Performance Testing Laboratory Validation Room
	6.3 Validator gives three (3) copies of the signed four (4) copies to the customer for payment at the Cashier.	None	1 minute	<i>Supervising SRS</i> Physical and Performance Testing Laboratory Validation Room
7. Customer proceeds to ITDI cashier for payment (option 1); E-payment (option 2)  Customer presents three (3) copies of the signed TSRs together with payment of total fee.	7.1 Cashier checks submitted TSRs and issues Invoice of the payment received.	Please refer to ITDI-STD published Schedule of Fees and Charges  20% discount for students, senior citizens, and persons with disabilities (PWDs)	5 minutes	<i>Administrative Officer III</i> Cashier Section, Administrative Division, 2 <sup>nd</sup> floor Metrology Building
	7.2 Cashier provides the customer his/her copy of the TSR and the invoice. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1) copy is sent back to ITDI-STD for commencement of	None		<i>Administrative Officer III</i> Cashier Section, Administrative Division, 2 <sup>nd</sup> floor Metrology Building



	technical service. Laboratory/ section concerned checks payment of customer through online using ULIMS or through received TSR and technical service is started.			
8. No activity.	8.1 Laboratory conducts analytical testing.	None	19 days* (paused clock)	<i>Supervising SRS</i> Physical and Performance Testing Laboratory
9. Customer goes back to ITDI-STD to claim Test Report after the agreed turn-around time for the technical service availed. Customer logs in on the logbook of the guard-on-duty.	9.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty</i> STD Building
10. Customer presents his/her copy of the Technical Service Request (TSR, GP 4.4-01-F03). If a representative is sent, authority to claim and valid identification cards are presented.	10.1 RRU staff checks the presented TSR. If person claiming test report is not the same person who submitted the sample, RRU staff checks the authorization to claim (separate authorization letter or accomplished back page of TSR, GP 4.4-01-F03) the Test Report and valid identification.	None	2 minutes	<i>Science Research Analyst</i> STD-RRU



	For customers who availed of email correspondence as the mode of release of Test Reports, RRU staff immediately sends the Test Report to the provided email address by the customer.			
11. Customer signs the receiving copy of the Test Report.	11.1 RRU staff asks customer to sign the receiving copy of the Test Report.	None	1 minute	Science Research Analyst STD-RRU
	11.2 RRU staff places Test Report inside an envelope and forwards to the customer. Electronic copies of test reports can also be issued through email (if requested during sample validation): rru_std@itdi.dost.gov.ph	None	1 minute	Science Research Analyst STD-RRU
12. Customer accomplishes harmonized Client Satisfaction Measurement (CSM) Form (QMS-F2) and drops accomplished form inside the drop box at the RRU.	12.1 RRU staff asks customer to accomplish Client Satisfaction Measurement (CSM) Form (QMS-F2) or through online (along with the electronic copies of test reports)	None	3 minutes	Science Research Analyst STD-RRU



<b>TOTAL:</b>	Please refer to ITDI-STD published Schedule of Fees and Charges	<b>19 days and 43 minutes</b>	
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\*Timelines indicated are for 1 sample submitted only. Longer time is expected if many samples are submitted.

**SCHEDULE OF FEES AND CHARGES FOR TESTING  
AND ANALYTICAL SERVICES**  
(As of October 1, 2014)

Sample Name	Test Name	Test Method	TEST FEE (PhP)	SAMPLE REQUIREMENT
<b>SACKS</b>	Breaking Strength One way	ASTM D5034	600.00	3 pcs whole sack per sample
	Breaking Strength Other way	ASTM D5034	600.00	
	Bursting Strength, One way	ASTM D3786	450	
	Bursting Strength, Other way	ASTM D3786	450	
	Fabric count, One way	ASTM D3775	200	
	Fabric count, Other way	ASTM D3775	200	
<b>DUTY FREE SHOPPING BAGS</b>	Tensile Elongation, One way	ASTM D882	600	20 pcs bags per sample/per size
	Tensile Elongation, Other way	ASTM D882	600	
	Tear Strength	ASTM D1004	600	
	Sealing Strength	ASTM D882	600	
	Handle Performance	ASTM D882	600	
	Thickness	ASTM D2103	200	
	Sampling	ASTM D882	200	



Sample Name	Test Name	Test Method	TEST FEE (Php)	SAMPLE REQUIREMENT
<b>PERLITE INSULATION</b>	Density	ASTM D4052/ASTM D1298	350.00	5 pcs, 200mmx100mmx50mm
	Moisture content	ASTM C610 sec 11.1.7	350.00	5 pcs, 150mmx150mmx50mm
	Conditioning (Oven @24hrs, 23°C, 50%RH)		1000.00	na
	Flexural strength	ASTM C203	600.00	5 pcs, 12"L x 4"W x 1"T
	Compressive strength	ASTM C185	600	5 pcs, 6"L x 4"W x 1/2"T
<b>PVC PIPES</b>	Resistance to acetone	ISO 3472	250	5 pcs, 100mm x 25mm
	Resistance to H2SO4 for 14 days @55°C	ISO 3473	9400	5 pcs, Area = 45±3cu cm
	Longitudinal heat reversion	ISO 2505	350	5 pcs, L = 200mm
	Vicat softening point	ISO2507	1000	5 pcs, Rectangular bar L=50mm, W= 10-20mm, T=2.4 - 6mm
<b>PVC/HDPE/PPR PIPES</b>	Water absorption	ISO 2508	1000	5 pcs, Pipe OD=32mm, Area =50 sq cm OD >32mm or L = 5cm
	Pipe stiffness	ASTM D2412	1000	5 pcs, Pipe L=6 in(150 mm())
	Flattening	ASTM D2241 Sec 8.6	1000	5 pcs, L= 2 in
	Hydrostatic Test	ISO 1167	1500	5 pcs, L is 250 x 3xOD + 100mm
<b>RUBBER PRODUCTS</b>	Aging test	ASTM D573		
	22h		1100	
	48 h		2400	
	70 h		3500	
	72 h		3600	
	96 h		4800	
	100 h		5000	
	168 h		8400	
	336 h		16800	



	Compression Set	ASTM D395	1000	5 pcs, Cylindrical disk type, 1" diameter
	Density/Specific gravity	ASTM D792	450	5 pcs, about 1.5 g each
	Durometer hardness	ASTM D2240/ISO 868	250	10 pcs, flat, t=6mm minimum
	Tensile Strength & Elongation One-way	ASTM D412	600	2 sheets, smooth & flat, 305mm x 305mm, T = 1.3-3.0 mm
	Tensile Strength & Elongation Other way		600	
	Tear resistance, One-way	ASTM D 624	600	2 sheets, smooth & flat, 305mm x 305mm, T = 1.3-3.0 mm
	Tear resistance, Other-way		600	
	Brittleness -Low temperature	ISO 812	2600	2 sheets, smooth & flat, 305mm x 305mm, T = 2.0 mm
	Abrasion resistance	ASTM D4060	1500	5 pcs, 4"(100mm) x 4"(100mm), T=0.125 (3mm) or less"
	Sampling		200	pls see sample size
	Shore Durometer Hardness (Type A)	ASTM D2240-06	250	10 pieces, smooth and flat L = W = 10cm; T ≥ 6mm
	International Rubber Hardness Degree (IRHD) - Method N	ISO 48:2007	1100	5 pieces, smooth and flat L = W = 2in ; T = 8 - 10mm
	International Rubber Hardness Degree (IRHD) - Method M	ISO 48:2007	1100	5 pieces, smooth and flat L = W = 2in ; T = 2mm
	Ozone Resistance - 4 Sample Static	PNS ISO 1431-1	25000	1 sheet, smooth and flat L = W = 305mm (12in) T = 2.0mm
	Ozone Resistance - 3 Sample Dynamic	PNS ISO 1431-1	25000	
	Volume / Surface Resistivity	ISO 14309	1200	7 pieces, smooth and flat L = W = 4 in (100mm) T = 1 - 2mm



Sample Name	Test Name	Test Method	TEST FEE (PhP)	SAMPLE REQUIREMENT
PLASTIC PRODUCTS	Chemical immersion test	ASTM D543	350	5 pcs, L=50mm, W=25.4mm
	Compression	ASTM D695	600 1000	7 pcs, smooth & flat, L=2 in(50.8mm)
	Compression for Bar	ASTM D695	600 1000	7 pcs, W=T= 0.50 in(12.7 mm)
	Compression for Cylinder	ASTM D695	600 1000	7 pcs, D = 0.50 in (12.7 mm)
	Flexural	ISO 178/ASTM D790	600 1000	7 pcs, smooth & flat, T=4mm, W=10mm, L=100mm
	Flexural	ISO 178/ASTM D790	600 1000	7 pcs, T>3.2 mm, W< 0.25 x L, L=20 x T
	Flexural	ISO 178/ASTM D790	600 1000	7 pcs, 1.8mm≤T≤3.2mm, W=12.7 mm(1/2in), L=20 x T
	Water Absorption	ASTM D570	350	50mmL x 25.4mm W, % pcs
	Tension Test	ASTM D638 / D882	600 1000	5 pieces dumbbell shape or W= 10 mm to 25.4 mm (15mm Preferably) L=125mm to 250mm
	Heat Deflection Temperature	ASTM D648	1000	5 pieces, smooth flat surface, L = 127mm W =13mm, Thickness = 3 to 13mm
	Vicat Softening Point	ASTM D1525	1000	5 pcs, (L = 50mm, W = 10 to 20mm, t = 2.4 to 6mm) (if t = 2.4 mm, use two layers of at least t = 2.4 total Thickness)
	Izod Impact	ASTM D256	650	10 pcs, L = 63.5 or 60.3mm, t = 3.17 to 3.4mm, W = 12.7mm,
	Charpy Impact	ASTM 179	650	10 pcs, 4.0 mm x 80 mm
	Hardness Test	ASTM 2240	250	2 pieces flat surface 10 x 10 cm, t = 6mm min





	Abrasion Resistance Test	ASTM D4060	2000	4" x 4" 1/8" t or less 5pcs
	Conditioning ( at least 40 hrs @ 23 +/- 2° C, 50 +/- 5% RH)		1000	
	Flammability - Horizontal Burning	UL 94	2300	6 Pieces, smooth and flat L = 125mm, W = 13.0mm, T = 3.0mm
	Flammability - Vertical Burning - 50W (20mm)	UL 94	2300	10 Pieces, smooth and flat L = 125mm, W = 13.0mm, T = 2.0mm - 10.0mm
	Flammability - Vertical Burning - 500W (125mm)	UL94	2300	10 Pieces, smooth and flat L = 125mm, W = 13.0mm, T = 3.0mm and 6 Pieces, smooth and flat <i>plaque</i> L = W 150mm, T = in min or ≤ 1.3mm
	Flammability - Vertical Burning - Thin Material	UL94	2300	10 Pieces, smooth and flat L = 200mm, W = 50mm, T = ≤ 0.025mm and in max
	Flammability - Horizontal Burning - Foamed Material	UL94	2300	10 Pieces, smooth and flat L = 150mm, W = 50mm, T = in min and ≤ 13mm
	Brittleness -Low temperature	ISO 812	2600	2 sheets, smooth & flat, 305mm x 305mm , T = 2.0 mm
<b>EPOXY</b>	Compression	ASTM C356	600 1000	2" x 2" x 2", 5pcs
<b>PLASTIC RESIN</b>	Melting Point	ASTM D2117	300	100 grams (granules, pellets or powder)
	Melt Flow Rate	ASTM D1238	1000	100 grams (granules, pellets or power)
	Density	ASTM D792	450	100 grams (granules, pellets or power)



PVC Powder	Bulk Density / Apparent Density	ASTM D1895	250	0.5 kilograms
Particle Board	Density	PHILSA 106 / App. B/D		
	Block		350	5 pcs, 6" x 6"
	Pipe		350	1 pipe section
	Compression		600	5 pcs, 6" x 6"
	Flexural		600	5 pcs, 12" L x 4" W x 2" T
	Water Absorption		350	5 pcs, 6" x 6"
	Linear Shrinkage		400	5 pcs, 6" x 6"
Adhesive / Sealant	Peel strength	ASTM D903	600 1000	10 pcs, 12" L x 1" W overlap by 6"
	Shear strength	ASTM D1002	600 1000	10 pcs, 5" L x 1" W overlap by 1
	Sampling Fee	BS 3261	150	
Vinyl Tiles	Tension Test	ASTM D4060	600 1000	10 pcs, 12" x 12"
	Resistance Test / Chemicals		350	
	Dimension Test		600	
	Size		200	
	Thickness		200	
	Width		200	
	Taber Abrasion		1500	5 pcs, 4" x 4"
Joint Filter	Compression	ASTM D505	2200	2 pcs, 12" x 12"
	Recovery Density			
	Water Absorption			
SCHOOL AND OFFICE SUPPLIES :				
Masking / Scotch / Packaging Tape	Adhesive Strength	PNS 712	1000	3 rolls
Glue	Adhesive Strength	PNS 1800-2006	600	2 jars
Rubber Band	Tensile Strength / Elongation	PNS 1479	600	1 box 100 pcs



	Dimensional Measurement		200	
<b>Ball Point Pens &amp; Refills</b>	Writing Performance	ISO 12757 - 2 PNS 558	400	10 pcs
	Drying Time Test		400	
	Water Resistance		350	
<b>White Board Marker</b>	Writing Performance	PNS 1227	400	15 pcs
	Impact Resistance		600	
	Heat Resistance			
	Shaft Holding Force Point		600	
	Primary Erase Ability		400	
<b>Permanent Pen</b>	Writing Performance	PNS 2049	400	15 pcs
	Impact Resistance		600	
	Shaft Holding Force Point		600	
	Drying Time		400	
	Resistance to Water		400	
<b>Paper Fastener</b>	Bend Test	PNS 235	400	10 pcs
<b>Chalk</b>	Breaking Strength	PNS 1122	600	25 pcs
<b>Pencil</b>	Breaking Strength	PNS 1413	600	10 pcs
<b>Lead for mechanical pencil</b>	Bending strength	PNS 1471-3 /ISO 9177-3	600	12 pcs/1 box
<b>Crayons</b>	Performance test	PNS 1224	600	1 box
<b>Adhesive Tape</b>	Breaking strength	PNS 712/PNS 2041	1000	5 rolls
	Adhesive Strength	PNS 712/PNS 2041	1000	5 rolls
<b>PVC Electrical Tape</b>	Exposure to Heat 113° C (168 h)	PNS 79	8400	10 rolls
	Tension		600	
	Appearance		250	
	Peeling Off		600	
	Tension After heat Aging @ 100° C for 4 hrs.		700	



<b>Crane and other Lifting Equipment</b>	Load Testing, 50 Tons & 200 Tons	ISO 4310	3500	
<b>Burned Refractory Brick</b>	Bulk Density	ASTM C20 - Sec 12	400	3 pcs, 50mm cube
	Water Absorption		350	3 pcs, 76.2mm cube
<b>Concrete Interlocking Roofing Tiles</b>	Transverse	Philsa 242	400	6 pcs full size
	Water Absorption		350	
<b>Concrete Hollow Block</b>	Compression	ASTM C39	1000	5 pcs / size
<b>Concrete Cylinder</b>	Compression		1000	3 pcs, 152.4 mm x 304 mm with capping
<b>Wire Rod</b>	Tension Test	ASTM A370	600	3 pcs, 13" L
	Flexural / Bend Test		600	5 pcs, 12" L
<b>Hydraulic Cement Mortar</b>	Compression	ASTM C109	1000	3 pcs, min 50 mm cube
<b>Cement Powder</b>	Permeability Test / Fineness Cement	ASTM C204	400	1 kg powder cement
	Initial & Final Setting of Cement	ASTM C191	800	



## 8 Breakdown, Re-issuance or Certified True Copies of Test Reports / FOC Certificates

Test Reports / FOC Certificates already released to customers may be broken down into two (2) or more Test Reports / FOC Certificates, only per sample and not per test parameter; already released Test Report / FOC Certificate may be re-issued or certified true copies of the Test Report / FOC Certificate may be issued.

<b>Office or Division:</b>	Standards and Testing Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter stating request for breakdown, re-issuance or certified true copy of test reports/ FOC certificates (1 original).		Provided by the customer
2. Released Test Report / FOC Certificate containing original dry seal (1 original)		Provided by the customer
3. Technical Service Request Form (GP 4.4-01-F03) or TSR Form from FOC system (1 original)		Provided by the customer
4. Authorization Letter if representative (1 original)		Provided by the customer
5. Validated Technical Service Request (TSR), GP 4.4-01-F03 (1 original)		Receiving and Releasing Unit (RRU)/ITDI-STD
6. Invoice Receipt (1 original)		Cashier Section/ ITDI-Administrative Division/2 <sup>nd</sup> Floor Metrology Building



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer logs in on the logbook of the guard-on-duty (safety protocol implemented).	1.1 Guard-on-duty endorses customer to the Receiving and Releasing Unit (RRU).	None	1 minute	<i>Guard-on-duty STD Building</i>
2. Customer informs RRU staff on the request for breakdown, re-issuance, or certified true copy of Test Report(s) / FOC Certificate(s). Customer presents original Test Report(s) / FOC Certificates, original Technical Service Request Form (GP 4.4-01-F03) and if 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).	2.1 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 STD-RRU</i>
	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	2 minutes	<i>Chief Science Research Specialist Office of the Chief</i>



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, re-issuance or certified true copy of Test Report / FOC Certificate are issued.	None	5 minutes	Science Research Analyst STD-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. RRU staff gives three (3) copies of the signed copies to the customer for payment at the Cashier.	None	3 minutes	Science Research Analyst STD-RRU
5. Customer proceeds to ITDI cashier for payment.	5.1 Cashier checks submitted TSRs and issues Invoice of the payment received.	P100.00 per page per request	5 minutes	Administrative Officer III Cashier Section, Administrative Division, 2 <sup>nd</sup> floor Metrology Building
Customer presents three (3) copies of the signed TSRs together with payment of total fee.	5.2 Cashier provides the customer his/her copy of the TSR and the invoice. Cashier gives one (1) copy of TSR to Commission on Audit (CoA) and one (1)	None		Administrative Officer III Cashier Section, Administrative Division, 2 <sup>nd</sup> floor Metrology Building



	copy is sent back to ITDI-STD by the customer.			
6. Customer returns to ITDI-STD RRU and present his/her copy of the signed TSR reflecting the OR number.	<p>6.1 Once paid TSR is presented, RRU staff calls concerned laboratory/ section to send soft copy of Work Order Report (GP 5.10-F01 to F05) for the breakdown of the Test Report.</p> <p>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 Report (GP 5.10-F01 to F05).</p> <p>For the request for certified true copy, RRU staff photocopies the original</p>	None	10 minutes*	<p><i>Science Research Analyst</i> RRU; <i>Supervising Science Research Specialists</i> Biological, Chemistry, and Physical and Performance Testing Laboratories</p>





	copy of the Test Report / FOC Certificate, stamps "Certified True Copy" red stamp and places the dry seal.			
7. Customer signs the receiving copy of the broken down, reissued, or certified true copy of the Test Report / FOC Certificate.	7.1 RRU staff prints three copies of Test Reports / FOC Certificates and asks Section/Laboratory Heads and Division Chief / Officer-in-Charge for final review and signatures.	None	7 minutes*	<i>Science Research Analyst</i> RRU; <i>Supervising Science Research Specialists</i> Biological, Chemistry, and Physical and Performance Testing Laboratories
	7.2 RRU staff asks customer to sign the receiving copy of the broken down, re-issued or certified true copy of Test Report / FOC Certificate.	None	1 minute	<i>Science Research Analyst</i> STD-RRU
	7.3 RRU staff places Test Report / FOC Certificate inside an envelope and forwards the report / certificate to the customer.	None	1 minute	<i>Science Research Analyst</i> STD-RRU
8. Customer accomplishes harmonized Client Satisfaction Measurement (CSM) Form (QMS-F2) and drops accomplished	8.1 RRU staff asks customer to accomplish the harmonized Client Satisfaction Measurement (CSM) Form (QMS-F2).	None	3 minutes	<i>Science Research Analyst</i> STD-RRU



form inside the drop box at the RRU.				
<b>TOTAL:</b>		P100.00 per page per request	<b>41 minutes</b>	

\*Timelines indicated are for 1 Test Report / FOC Certificate requested. Longer time is expected if many Test Reports / FOC Certificates are requested and/or if the Report/Certificate has many contents.



## **V. List of Services**

### **F. TECHNOLOGICAL SERVICES DIVISION**

#### **External and Internal Services**



## External Services

### 1. Payment of Royalties

DOST-ITDI personnel who achieve or produce intellectual properties are entitled to financial or other awards, bonuses and/or prizes from the DOST in accordance with pertinent provisions of RA 8439, RA 10055, DOST AO No. 009 – Technology Transfer Protocol of DOST-Research and Development Institutes (RDI) and other relevant circulars/orders/laws. One way to ensure that developers of intellectual properties are properly compensated was through the derivation of technology fees and royalty payments.

The share distribution as stated in RA 8439 Section 7b shall be on a 60%-40% basis in favor of the Government (DOST-ITDI) and technology developers.

<b>Office or Division:</b>	Technological Services Division (TSD) – Business Development Section (BDS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Interested adopters from the private, SUCs, NGOs, and other government agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Annual Sales Report (1 photocopy)		To be provided by the client
2) Memorandum of Agreement/Technology Licensing Agreement (MOA/TLA) (1 original copy)		To be provided by the client
3) Invoice(1 original copy and 1 photocopy)		ITDI/ Administrative Division/Cashier Section/2 <sup>nd</sup> Floor, Metrology Bldg.



4) Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/Technological Services Division/Business Development Section/2 <sup>nd</sup> Floor, Metrology Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit annual sales report to the TSD-BDS for validation.	1. Review and validate sales report received from client.	None	20 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Proceed to ITDI Cashier Section for the payment of royalties, and submission of annual sales report and MOA as attachments.	2.1 Receive payment and issue invoice to client.	$RF = P * S$ where: RF - royalty Fee P is the percentage royalty rate specified in the technology licensing agreement (TLA)  S is the declared gross sales as indicated in the annual sales report submitted by the client.	5 Minutes	Administrative Officer III <i>Cashier Section,</i> <i>Administrative Division</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



	2.2 Photocopy invoice for BDS file	None	5 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
3. Fill out Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023).	3.1 Provide customer feedback form to client, and receive accomplished form.	None	5 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>35 Minutes</b>	



## 2. Processing of Awareness Seminar/Forum and Exhibit

DOST-ITDI conducts awareness seminars/forums and exhibits as part of the promotional activities for its developed technologies and technical services.

<b>Office or Division:</b>	Technological Services Division (TSD) – Information and Documentation Section (IDS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	High schools, universities, private sector and other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Letter request at least two months prior to intended schedule sent via email, mail/courier or portal containing the following details: <ul style="list-style-type: none"> <li>• Full name of representative from the requesting agency</li> <li>• Contact details and email address</li> <li>• Full details of the requested event (What, When, Where, Who and How)</li> </ul>		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to ITDI	1.1 Receive and acknowledge letter of request (same day)	None	15 Minutes	<i>Designated Officer of the Day TSD, 2<sup>nd</sup> Floor, Metrology Building, DOST-ITDI</i>
	1.2 Log schedule date of seminar/exhibit	None	7 Minutes	<i>IDS Designated Personnel</i>



				TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
	1.3 Coordinate/ discuss with concerned Division based on the requested technologies; seek cooperation and approval	None	2 Days (paused-clock)	<i>IDS Designated Personnel</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
	1.4 Notify client of approval through text, direct messaging, or email	None	15 Minutes	<i>IDS Designated Personnel</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
	1.5 Prepare for the awareness seminar/forum or exhibit requested by the client as approved by the Director and concerned divisions	None	3 Days (paused-clock)	<i>IDS Designated Personnel and TSD Concerned Staff</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI <i>Concerned Divisions</i>
2. Meeting with ITDI personnel for conduct of exhibits/seminar	2. Discuss details and other requirements thru online or face-to-face	None	2 Hours	<i>IDS Designated Personnel</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
<b>TOTAL:</b>		<b>None</b>	<b>5 Days, 2 Hours and 37 Minutes</b>	





### 3. Processing of Consultancy Services

Consultancy services is part of the technology transfer activities offered to clients on various expertise of the DOST-ITDI such as food processing, chemicals and energy, environment and biotechnology, materials science, and packaging technology. Consultancy services include: process and product improvement, establishment of processing facility, product development, packaging and labeling, testing and calibration, among others needed by the industries, MSMEs, and other clients.

<b>Office or Division:</b>	Technological Services Division (TSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Letter of request for consultancy (1 original copy)		To be provided by the requesting party		
2) Customer Satisfaction Survey form, (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD//2 <sup>nd</sup> Floor, Metrology Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send inquiry or request for consultancy services through phone, fax, and email; or walk-in visit to DOST-ITDI	1. Evaluate client's request	None	5 Minutes	<i>Designated Officer of the Day</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
2. Provide information based on required intervention	2.1 Provide on-the-spot advice for short-term consultancy or refer to expert as needed	None	15 Minutes	<i>Designated Officer of the Day</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI



	<p><i>*if clients need for consultation from expert i.e. research or testing and analysis proceed to step 5 after this step</i></p> <p>2.2 If site visit is required, coordinate with concerned divisions/experts</p> <p>2.3 Prepare and send to client confirmation letter for the schedule of visit</p>	<p>None</p> <p>None</p>	<p>15 Minutes</p> <p>30 Minutes</p>	<p><i>IDS Assigned Staff TSD, 2<sup>nd</sup> Floor, Metrology Building, DOST-ITDI</i></p> <p><i>IDS Assigned Staff TSD, 2<sup>nd</sup> Floor, Metrology Building, DOST-ITDI</i></p>
3. Confirm with the set schedule and prepare for the visit	3. Implement technical consultancy at site	None	1 Day	<i>Technical expert on the subject</i>
4. Receive, verify and implement recommended course of action	4. Prepare and submit Travel Report and accomplishment within 10 working days after the visit	None	4 Hours	<i>Technical expert on the subject</i>
5. Fill out Customer Feedback Form (QMS-F2, Issue: April 2023).	5. Provide customer feedback form, and receive accomplished form	None	5 Minutes	<i>Designated Officer of the Day TSD, 2<sup>nd</sup> Floor, Metrology Building, DOST-ITDI</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 5 Hours and 10 Minutes</b>	



#### 4. Processing of Freedom of Information (FOI) Inquiries

In accordance with the Executive Order No. 2 series of 2016 on Freedom of Information, Anti-Red Tape Act of 2007, Ease of Doing Business of 2018 and Data Privacy act of 2012, DOST-ITDI accepts and processes inquiries/requests for technologies, technical services and technical assistance under its expertise from clients, stakeholders, and the general public. These services can be requested thru email or using the e-FOI portal.

<b>Office or Division:</b>	Technological Services Division (TSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request thru email using the FOI Form or using the e-FOI portal specifying the subject of inquiry (1 original copy)		To be provided by the requesting party		
2) FOI Request form		Designated Officer of the day, ITDI/TSD 2 <sup>nd</sup> Floor, Metrology Bldg.		
3) Identification Document (Student ID, Company ID, Gov't. Issued ID)		To be provided by the requesting party		
4) Customer Satisfaction Survey form, (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD 2 <sup>nd</sup> Floor, Metrology Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>INQUIRIES RECEIVE THRU EMAIL</b>				
1. Send request thru email accounts of TSD-ITDI ( <a href="mailto:tsd@itdi.dost.gov.ph">tsd@itdi.dost.gov.ph</a> )	1.1 Check and acknowledge email account or receive	None	5 Minutes	<i>FOI Receiving Officer</i> TSD,



Submit fill-out FOI Request form	request form by affixing signature			2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
	1.2 Verify proof of identification and evaluate requests. In case of invalid request, inform the requesting party as to the reason.	None	10 Minutes	<i>FOI Receiving Officer</i> 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
	1.3 Review and approve/disapprove the request.	None	30 Minutes	<i>FOI Receiving Officer</i> 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
	1.4 For a valid request, retrieve the information requested and forward it to the concerned Division/Staff. In case the information requested is not available, inform the requesting party.	None	2 Days (paused-clock)	<i>Director/ Deputy Director/ TSD Chief</i> Metrology Building, DOST-ITDI
	1.5 Prepare transmittal letter of action taken for signature of the Director	None	30 Minutes	<i>FOI Receiving Officer</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
2. Receive requested documents/ information	2. Release document/s thru preferred mode of reply	None	15 Minutes	<i>FOI Receiving Officer</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI



depending on the preferred mode of reply				
3. Accomplish Customer Satisfaction Survey form, (QMS-F2, Issue: April 2023)	3. Provide customer feedback form, and receive accomplished form	None	5 Minutes	<i>FOI Receiving Officer</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 1 Hour and 35 Minutes</b>	
<b>INQUIRIES RECEIVE THRU e-FOI Portal</b>				
1. Lodge the request thru e-FOI portal	1.1 Accept e-FOI request.  Note: Request lodge at 4:00 PM onwards and Saturday and Sunday will be accepted on the next working day.	None	5 Minutes	<i>FOI Receiving Officer</i> eFOI Portal
	1.2 Verify proof of identification and evaluate the request. In case of invalid request, inform the requesting party as to the reason for non-accommodation. In	None	20 Minutes	<i>FOI Receiving Officer</i> eFOI Portal



	case the information being requested belongs to another agency, refer the requesting party to the appropriate agency.			
	1.3 For a valid request, forward to the concerned Division/Staff for review and approval.	None	5 Minutes	<i>FOI Receiving Officer FOI Receiving Officer eFOI Portal</i>
	1.4 Review and retrieve the information requested.  Note: In case of voluminous records, the concerned Division/Staff may request for extension in time to comply (maximum of 10 days)	None	2 Days (paused-clock)	<i>Concerned Division/Staff</i>
2. Receive documents depending on the preferred mode of reply	2. Send reply thru e-FOI portal or thru preferred mode of reply of the requesting party. In case of clarification and denial, inform	None	15 Minutes	<i>Decision Maker (eFOI Portal/email)</i>



	the requesting party thru the e-FOI portal			
3. Accomplish Customer Satisfaction Survey form, (QMS-F2, Issue: April 2023)	3. Provide customer feedback form, and receive accomplished form	None	5 Minutes	<i>FOI Receiving Officer</i> eFOI Portal
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 50 Minutes</b>	



## 5. Processing of Requests for Training

DOST-ITDI offers training programs classified into regular/in-house, customized, and regional. Regular/in-house training are an approved line-up of training courses offered by the DOST-ITDI for the year. Customized training are courses not included in the regular training program such as packaged, special and requested training. These courses are designed specifically based on the needs and requirements of the customers. Training fees vary depending on the course for regular and customized training. The regional training refers to training requested from DOST Regional Offices for their constituents and clientele/partners to include Local Government Units (LGUs), academe, cooperatives, foundations, associations, and Non-Government Organizations (NGOs), wherein all expenses incurred during the training shall be borne through collaborative partnership. Clients may request thru email and walk-in the training courses on industrial and livelihood for enhancement of skills and capabilities, and creation of livelihood opportunities. The DOST-ITDI training program is available on the ITDI website and Facebook page.

<b>Office or Division:</b>	Technological Services Division (TSD) – Regional Cooperation and Training Section (RCTS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of request specifying training course (1 original copy)		To be provided by the requesting party
2) Training reservation form for regular training thru customer portal (1 original copy and 1 photocopy)		ITDI/Technological Services Division/Regional Cooperation and Training Section/2 <sup>nd</sup> Floor, Metrology Bldg.





3) Line-item-budget/training fee, module and schedule of activities for customized training (1 original copy and 1 photocopy)		ITDI/Technological Services Division/Regional Cooperation and Training Section/2 <sup>nd</sup> Floor, Metrology Bldg.		
4) Confirmation letter (1 original copy and 1 photocopy)		ITDI/TSD/RCTS/2 <sup>nd</sup> Floor, Metrology Bldg.		
5) Statement of Account (1 original copy and 1 photocopy)		ITDI/Finance Management Division/Accounting Section/2 <sup>nd</sup> Floor, Metrology Bldg.		
6) Deposit Slip (2 photocopies) or 7) Invoice (1 original copy and 1 photocopy)		To be provided by the requesting party or ITDI/Administrative Division/Cashier Section/2 <sup>nd</sup> Floor, Metrology Bldg.		
8) Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/Technological Services Division/Regional Cooperation and Training Section/2 <sup>nd</sup> Floor, Metrology Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. REQUEST FOR REGULAR TRAINING</b>				
1. Reserve slot thru training customer postal	1.1 Check and validate reservation in terms of availability of slots; if with existing data entry on ITDI customer database, create if without; and update	None	2 Minutes	<i>RCTS assigned Staff</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



	"validated" column on training monitoring			
	1.2 Download list of validated customers - extract as excel file - sort by transaction code - sort by title	None	4 Minutes	<i>RCTS assigned Staff</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Update sheet per training (final and waiting list) of monitoring	None	3 Minutes	<i>RCTS assigned Staff</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Notify customers on the approved and disapproved reservations. For approved reservations, include confirmation and payment details.	None	1 Minute	<i>RCTS assigned Coordinator</i>  TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Payment of training fee (depending on training course) at the ITDI Cashier Section, or deposit to ITDI Training Bank Account at the ITDI Cashier or deposit	2.1 Prepare a Statement of account (SOA) (as needed by some clients).	None	20 Minutes	Administrative Assistant II <i>Finance Management Division-Accounting Section</i>



to ITDI Training Bank Account (Landbank - Account Name: ITDI Training, Account Number: 1822-1028-63, Branch: Landbank Bicutan). For online payment, send deposit/transaction slip for successful payment of training fee thru email.	2.2 Send a copy of SOA to client thru email.	None	1 Minute	2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST  <i>RCTS assigned Coordinator</i>  TSD-RCTS
	2.3 Check email and provide copy of the deposit/transaction slip to FMD for validation	None	2 Minutes	2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST  <i>RCTS assigned Coordinator</i>  TSD-RCTS  2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.4 Validate payment	None	2 days (paused clock)	Administrative Assistant II <i>FMD assigned Staff</i>  FMD-Accounting  2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.5 Issue invoice.	None	5 Minutes	Administrative Officer III <i>Cashier Section, Administrative Division</i>



				2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.6 Photocopy invoice for RCTS file	None	1 Minute	<i>RCTS assigned Coordinator</i>  TSD-RCTS  2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
4. Fill-out Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	3. Provide customer feedback form	None	1 Minute	<i>RCTS assigned Coordinator</i>  TSD-RCTS  2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
<b>TOTAL:</b>		<b>Please see Annex B</b>	<b>2 days and 40 Minutes</b>	
<b>B. REQUEST FOR CUSTOMIZED TRAINING</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request thru email accounts of TSD-ITDI ( <a href="mailto:tsd@itdi.dost.gov.ph">tsd@itdi.dost.gov.ph</a> and	1.1 Check email accounts and forward to Office of the Chief – TSD /	None	5 Minutes	<i>FOI Officer / RCTS Staff</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST



<a href="mailto:tsd_training@itdi.dost.gov.ph">tsd_training@itdi.dost.gov.ph</a> / snail mail	Receive letter of request from OD; and record the request in TSD logbook and forward to Office of the Director.			<i>Science Aide</i> TSD-Office of the Chief TSD, 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
	1.2 Record request in OD logbook and attach routing slip, reference number, and forward to the Director.	None	2 Minutes	<i>Secretary</i> Office of the Director 1 <sup>st</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Approval of the Director, and refer to TSD for appropriate action.	None	2 Minutes	<i>Director</i> Office of the Director 1 <sup>st</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Receive request and attach TSD routing slip, indicate TSD reference number, record in logbook, and forward to TSD Chief for action.	None	2 Minutes	<i>Science Aide</i> TSD-Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST  <i>Science Aide and Division Chief,</i> TSD-Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



	1.5 Refer to the concerned RCTS coordinator.	None	1 Minute	<i>Section Head</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.6 Coordinate with the client thru email or phone.	None	1 Minute	<i>RCTS Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.7 Coordinate with concerned Division and provide letter requests.	None	1 Minute	<i>RCTS Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.8 Approval of concerned Division and set schedule.	None	30 Minutes	<i>Concerned Division/Trainer</i> Research and Development (R&D)/ Administrative and Technical Services (ATS)
	1.9 Coordinate schedule for online meeting with client and assigned expert/trainer.	None	1 Minute	<i>RCTS Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Send confirmation for online meeting	2.0 Check email on the confirmation of client	None	1 Minute	<i>RCTS Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



	2.1 Conduct online meetings with clients and assigned experts/trainers.	None	1 Hour	<i>RCTS Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST  <i>Concerned Division/Trainer</i> Research and Development (R&D)/ Administrative and Technical Services (ATS)
	2.2 Prepare training module, line item budget (training fee), and list of requirements.	None	4 Hours	<i>Concerned Trainer and RCTS Coordinator</i> R&D/ATS and TSD  2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.3 Coordinate with the client for the confirmed schedule and advise to settle payment of training fee (at least 1 week before the training date).	None	1 Minute	<i>RCTS Coordinator</i> TSD-RCTS  2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



	2.4 Prepare and send a signed confirmation letter to the client.	None	20 Minutes	<i>RCTS Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
3.Payment of training fee (depending on training course) at the ITDI Cashier Section, or deposit to ITDI Training Bank Account at the ITDI Cashier or deposit to ITDI Training Bank Account (Landbank - Account Name: ITDI Training, Account Number: 1822-1028-63, Branch: Landbank Bicutan). For online payment, send deposit/transaction slip for successful payment of training fee thru email.	3.1 Prepare a Statement of account (SOA) (as needed by some clients).	None	20 Minutes	Administrative Assistant II <i>Finance Management Division-Accounting Section</i>  2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	3.2 Send a copy of SOA to client thru email.	None	1 Minute	<i>RCTS assigned Coordinator</i>  TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	3.3 Check email and provide copy of the deposit/transaction slip to FMD for validation	None	2 Minutes	<i>RCTS assigned Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	3.4 Validate payment	None	2 days (paused clock)	Administrative Assistant II FMD-Accounting





				2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	3.5 Issue invoice.	None	5 Minutes	Administrative Officer III <i>Cashier Section, Administrative Division</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	3.6 Photocopy invoice for RCTS file	None	1 Minute	<i>RCTS assigned Coordinator TSD-RCTS</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
4.Fill-out Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	4. Provide customer feedback form	None	1 Minute	<i>RCTS assigned Coordinator TSD-RCTS</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	<b>TOTAL:</b>	<b>None</b>	<b>2 Days, 6 Hours and 37 Minutes</b>	
<b>C. REQUEST FOR REGIONAL TRAINING</b>				
1. Send letter of request thru email accounts of TSD-ITDI ( <a href="mailto:tsd@itdi.dost.gov.ph">tsd@itdi.dost.gov.ph</a> and	1.1 Check email accounts and forward to Office of the Chief – TSD / Receive letter of	None	5 Minutes	<i>FOI Officer/RCTS Staff</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



<a href="mailto:tsd_training@itdi.dost.gov.ph">tsd_training@itdi.dost.gov.ph</a> or snail mail.	request from Office of the Director, and Record the request in TSD logbook and forward to Office of the Director (for request thru email).			<i>Science Aide</i> TSD-Office of the Chief TSD, 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.2 Record request in OD logbook and attach routing slip, reference number, and forward to the Director.	None	1 Minute	<i>Secretary</i> Office of the Director 1 <sup>st</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Approval and refer to TSD for appropriate action.	None	2 Minutes	<i>Director</i> Office of the Director 1 <sup>st</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Receive request and attach TSD routing slip, indicate TSD reference number, record in logbook, and forward to TSD Chief for approval and referral to RCTS.	None	2 Minutes	<i>Science Aide and Division Chief</i> TSD-Office of the Chief TSD, 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.5 Refer to the concerned RCTS coordinator.	None	1 Minute	<i>Section Head TSD-RCTS</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



	1.6 Coordinate with concerned divisions and provide request letters.	None	1 Minute	<i>RCTS assigned Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.7 Coordinate with the client thru email or phone to determine details of the requested training, and training requirements.	None	1 Minute	<i>RCTS assigned Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Send details of the request, available equipment/machines, raw materials.	2.1 Receive and forward to concerned Division/trainer	None	1 Minute	<i>RCTS assigned Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.2 Approval of request and assignment of trainer.	None	30 Minutes	<i>Concerned Division Chief</i> R&D/ATS
	2.3 Coordinate schedule for online meeting with client and assigned expert/trainer.	None	1 Minute	<i>RCTS Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



3. Send confirmation for online meeting	3.1 Check email on the confirmation of client	None	1 Minute	<i>RCTS Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	3.2 Conduct online meetings with clients and assigned experts/trainers.	None	1 Hour	<i>RCTS Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST  <i>Concerned Division/Trainer</i> Research and Development (R&D)/ Administrative and Technical Services (ATS)
	3.3 Prepare and send signed letter of reply, schedule of activities and training requirements (supplies and raw materials, equipment needed, laptop, LCD, and fees, if applicable).	None	4 Hours	<i>RCTS assigned Coordinator</i> TSD-RCTS / <i>RCTS</i> and <i>Concerned Researcher/ Trainer</i> Research and Development (R&D)/Administrative and Technical Services (ATS)
4. Send confirmation on the training schedule.	4. Check the email of the client for the confirmation and	None	1 Minute	<i>RCTS assigned Coordinator</i> TSD-RCTS



	coordinate with the concerned trainer.			2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
5. Fill-out Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	5. Provide customer feedback form	None	1 Minute	<i>RCTS assigned Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	<b>TOTAL:</b>	<b>None</b>	<b>4 Hours and 48 Minutes</b>	



## 6. Processing of Requests for Technical Assistance

DOST-ITDI offers technical assistance on technology/training needs assessment (TNA), site assessment, consultancy services, and requests for expert/resource persons within various fields of expertise of the Institute for product and process improvement of MSMEs, establishment of facilities, awareness seminars and the like. These services can be requested by different sectors from regions of the country.

<b>Office or Division:</b>	Technological Services Division (TSD) – Regional Cooperation and Training Section (RCTS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of request specifying training course (1 original copy)		To be provided by the requesting party
2) Confirmation letter, and activity requirements (1 original copy and 1 photocopy)		ITDI/Technological Services Division/Regional Cooperation and Training Section/2 <sup>nd</sup> Floor, Metrology Bldg.
3) Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/Technological Services Division/Regional Cooperation and Training Section/2 <sup>nd</sup> Floor, Metrology Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request thru email or snail mail ( <a href="mailto:tsd@itdi.dost.gov.ph">tsd@itdi.dost.gov.ph</a> and <a href="mailto:tsd_training@itdi.dost.gov.ph">tsd_training@itdi.dost.gov.ph</a> ).	1.1 Check email accounts of TSD-ITDI ( <a href="mailto:tsd@itdi.dost.gov.ph">tsd@itdi.dost.gov.ph</a> and <a href="mailto:tsd_training@itdi.dost.gov.ph">tsd_training@itdi.dost.gov.ph</a> forward to Office of the Chief - TSD)/ receive letter request (snail mail) from Office of the Director, and record the request in TSD logbook and forward to Office of the Director (for request via email).	None	5 Minutes	<p><i>FOI Officer/RCTS Staff</i> TSD, 2<sup>nd</sup> Floor, Metrology Building, ITDI-DOST</p> <p><i>Science Aide</i> TSD-Office of the Chief 2<sup>nd</sup> Floor, Metrology Building, ITDI-DOST</p>
	1.2 Record request in OD logbook and attach routing slip, reference number, and forward to the Director.	None	5 Minutes	<p><i>Secretary</i> Office of the Director, 1<sup>st</sup> Floor, Metrology Building, ITDI-DOST</p>
	1.3 Approval and refer to TSD for appropriate action.	None	5 Minutes	<p><i>Director</i> Office of the Director, 1<sup>st</sup> Floor, Metrology Building, ITDI-DOST</p>
	1.4 Receive request and attach TSD routing slip, indicate TSD reference number, record in logbook, and forward to TSD Chief for approval and referral to RCTS.	None	5 Minutes	<p><i>Science Aide and Division Chief</i> TSD-Office of the Chief, 2<sup>nd</sup> Floor, Metrology Building, ITDI-DOST</p>



	1.5 Refer to concerned RCTS Coordinator.	None	2 Minutes	Section Head TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.6 Coordinate with the client thru email or phone on the details of the request.	None	5 Minutes	RCTS assigned Coordinator TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.7 Coordinate with the concerned Division and provide a letter of request.	None	5 Minutes	RCTS assigned Coordinator TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.8 Approval of Division concerned and set schedule for the conduct of requested activity.	None	1 Day	Concerned Division Chief and Expert/ Researcher/Staff Research and Development (R&D)/ Administrative and Technical Services (ATS)
	1.9 Coordinate with the client on the schedule and requirements.	None	5 Minutes	RCTS assigned Coordinator TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST





2. Send confirmation on the schedule.	2.1 Check email and coordinate with the concerned Division/expert.	None	7 Minutes	<i>RCTS assigned Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.2 Prepare and send a signed letter of confirmation and requirements (travelling expenses).	None	1 Hour	<i>RCTS assigned Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
3. Fill-out Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	3. Provide customer feedback form, and receive accomplished form	None	3 Minutes	<i>RCTS assigned Coordinator</i> TSD-RCTS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour and 47 Minutes</b>	



## 7. Processing of Standard Inquiries

In accordance with the Anti-Red Tape Act of 2007, Ease of Doing Business of 2018 and Data Privacy Act of 2012, DOST-ITDI accepts and processes inquiries for technologies, technical services and technical assistance from clients, stakeholders, and the general public. These services can be requested by different sectors from regions of the country.

<b>Office or Division:</b>	Technological Services Division (TSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Letter of request specifying the inquiry (1 original copy)		To be provided by the requesting party		
2) Customer Satisfaction Survey form, (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD/2 <sup>nd</sup> Floor, Metrology Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries through letter, phone, fax, and electronic mail; or personal visit/walk-in	1. Check email account and forward letter of inquiry to Office of the Chief – TSD, or to other concerned ITDI Divisions  For personal visit/walk-in,	None	30 Minutes	<i>FOI Focal Person</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI



	interview client to determine specific need for services			
2. Request electronic/machine copies of data/information	2. Process the request and provide photocopy/electronic copy of the information requested	None	10 Minutes	<i>FOI Focal Person</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
3. Accomplish Customer Satisfaction Survey form, (QMS-F2, Issue: April 2023)	3. Provide customer feedback form, and receive accomplished form.	None	5 Minutes	<i>FOI Focal Person</i> TSD, 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
<b>TOTAL:</b>		<b>None</b>	<b>45 Minutes</b>	



## 8. Processing of Study Tour

Study tour is one of the services being offered by DOST-ITDI to all clients particularly the academe and other private sectors to witness and familiarize with the various laboratories and facilities under R&D and Technical Services divisions.

<b>Office or Division:</b>	Technological Services Division (TSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Letter of request for study tour of ITDI Facilities at least one (1) month prior to the intended schedule (1 original copy)		To be provided by the requesting party		
2) Customer Satisfaction Survey form, (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD/IDS/2 <sup>nd</sup> Floor, Metrology Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request thru email or fax	1.1 Receive and acknowledge letter of request (same day)	None	15 Minutes	SRS I, IDS 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
	1.2 Coordinate with the facility/laboratory to be visited; discuss schedule, requirements, and	None	1 Day (paused-clock)	SRS I, IDS 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI



	other details; seek approval			
	1.3 Notify client of approval	None	15 Minutes	<i>SRS I, IDS</i> 2 <sup>nd</sup> Floor, Metrology Building, DOST-ITDI
	1.4 Prepare labs/facilities/personnel for the visit	None	1 Day (paused-clock)	<i>SRS I, IDS</i> Facility to be visited
2. Register upon arrival	2.1 Provide registration logbook/attendance sheet	None	5 Minutes	<i>SRS I, IDS</i> Facility to be visited
	a. Conduct the study tour of facilities		2 Hours	<i>Technical Expert</i> Facility to be visited
3. Accomplish Customer Satisfaction Survey form, (QMS-F2, Issue: April 2023)	3. Provide customer feedback form, and receive accomplished form.	None	15 Minutes	<i>SRS I, IDS</i> Facility/laboratory to be visited
<b>TOTAL:</b>			<b>2 Days, 2 Hours and 50 Minutes</b>	



## 9. Technical Assistance

Any assistance/services being provided to customers/clients (i.e., individuals, industry/business sectors, academe, non-government organizations, other government institutions/agencies) covered by a Memorandum of Agreement (MOA).

<b>Office or Division:</b>	Technological Services Division (TSD) – Business Development Section (BDS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	Private, SUCs, NGOs, other government agencies who needs technical assistance	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of request for technical assistance (1 original copy)		To be provided by the client
2) Technology Needs Assessment (TNA) Report (1 original copy and 1 photocopy)		ITDI/Technological Services Division/Business Development Section/2 <sup>nd</sup> Floor, Metrology Bldg.
3) Memorandum of agreement (MOA) (4 original copies)		ITDI/TSD/BDS/2 <sup>nd</sup> Floor, Metrology Bldg.
4) Statement of Account (1 original copy and 1 photocopy)		ITDI/Finance Management Division/Accounting Section/2 <sup>nd</sup> Floor, Metrology Bldg.
5) Invoice (1 original copy and 1 photocopy)		ITDI/Administrative Division/Cashier Section/2 <sup>nd</sup> Floor, Metrology Bldg.
6) Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD/BDS/2 <sup>nd</sup> Floor, Metrology Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for technical assistance addressed to the ITDI Director.	1.1 Receive request from the client, and assign BDS to assist the client to the assistance being requested.	None	5 Minutes	<i>Science Aide and Division Chief</i> TSD-Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.2 Assign a BDS staff to handle the request, and reply to the request of the client and set a meeting to define the extent of the assistance needed.	None	10 Minutes	<i>Section Head and BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Attend a consultation meeting with the TSD-BDS.	2. Conduct a consultation meeting with a client. Orientation of possible technology assistance to be rendered.	None	1 Hour	<i>BDS Coordinator</i>  TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
3. Confirm the date of the Technology Needs Assessment (TNA).	3. Follow up client for the schedule of TNA.	None	5 Minutes	<i>BDS Coordinator</i>  TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



4. Assist the ITDI Team in the TNA.	4.1 Conduct a Technology Needs Assessment for the client at site, including provision of recommendations on the suitability of the technology and next steps.	None	4 Hours (maximum)	<i>Researcher from concerned Division, BDS coordinator, RCTS Regional Coordinator</i>
	4.2 Send draft Memorandum of Agreement (MOA) to client for review.	None	5 Minutes	<i>BDS Coordinator</i>  TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
5. Review and provide comments on the draft MOA.	5. Incorporate the comments, if any, of the client in the MOA. Send out the finalized MOA to the client via email.  <i>(Return to BDS Staff if there are clarifications)</i>	None	2 Days	<i>BDS Coordinator</i>  TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
6. Sign the contract.	6.1 Send out the MOA to the PSTC and/or DOST Regional Office for the officer's signature.	None	5 Days	<i>BDS Division Coordinator</i> <i>Officers to sign:</i> <i>PSTC Director</i> <i>DOST Regional Director</i> <i>ITDI Director</i> <i>Division Chief</i> <i>Witness</i>





	6.2 Notarization of MOA.	None	1 Hour	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	6.3 Provide client with the finalized MOA.	None	5 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
7. Pay technology assistance fee, if provided in the contract. Pay through the ITDI	7.1 Prepare the MOA for the FMD-Accounting Section.	None	5 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



Cashier's Office. Make sure to secure an Official Receipt that will be issued upon payment.	7.2 Prepare a Statement of account.	$\text{TAF} = \text{P} + \text{MOOE} + \text{IR}$ <p>where:</p> <p>TAF - Technical Assistance Fee</p> <p>P - Personal Services</p> <p>MOOE - Maintenance and Other Operating Expenses</p> <p>IR - ITDI Remittances</p>	37 Minutes	Administrative Assistant II <i>Finance Management Division-Accounting Section</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	7.3 Issue invoice.	TAF	5 Minutes	Administrative Officer III <i>Cashier Section, Administrative Division</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



8. Fill-out Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023).	8. Provide customer feedback form, and receive accomplished form.	None	5 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>7 Days, 7 Hours and 22 Minutes</b>	



## 10. Technology Adoption

Technology Transfer “refers to the process by which one party systematically transfers to another party the knowledge for the manufacture of a product, the application of a process, or rendering of a service, which may involve the transfer, assignment or licensing of IPRs.” (RA 10055, The Technology Transfer Act of 2009). One of the modes of Technology Transfer is through technology adoption which can be obtained through technology licensing.

The Technological Services Division (TSD) serves as the Technology Transfer and Business Development Office (TTBDO) of the Institute which efficiently managed transactions on licensing of Intellectual Properties to ensure that the technologies generated by the government are fully utilized by and for the Filipino people.

<b>Office or Division:</b>	Technological Services Division (TSD) – Business Development Section (BDS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	Interested adopters from the private, SUCs, NGOs, and other government agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of Intent (LOI) (1 original copy)		To be provided by the client
2) Letter of reply (1 original copy 1 photocopy)		ITDI/Technological Services Division/Business Development Section/2 <sup>nd</sup> Floor, Metrology Bldg.
3) Non-disclosure Agreement (NDA)		ITDI/TSD/BDS/2 <sup>nd</sup> Floor, Metrology Bldg.



(1 original copy)	
4) For technology transfer (1 set) <ul style="list-style-type: none"> <li>• Company profile (1 photocopy)</li> <li>• Company SEC registration (1 photocopy)</li> <li>• CDA for cooperatives (1 photocopy)</li> <li>• Three-year financial statement (1 photocopy)</li> <li>• Business plan (1 photocopy)</li> </ul>	To be provided by the client
5) Due diligence report (1 original copy and 1 photocopy)	ITDI/TSD/BDS/2 <sup>nd</sup> Floor, Metrology Bldg.
6) Technology Licensing Agreement (TLA) or Memorandum of Agreement (MOA) (4 original copies)	ITDI/TSD/BDS/2 <sup>nd</sup> Floor, Metrology Bldg.
7) Fairness Opinion Report (FOR) and written recommendation from DOST Secretary (1 original copy and 1 photocopy)	DOST Regional FOB Secretariat (FOR), Concerned DOST-Regional Office  DOST Secretary (written recommendation), DOST Compound, Taguig City
8) Statement of Account (1 original copy and 1 photocopy)	ITDI/Finance Management Division/Accounting Section/2 <sup>nd</sup> Floor, Metrology Bldg.
9) Invoice (1 original copy and 1 photocopy)	ITDI/Administrative Division/Cashier Section/2 <sup>nd</sup> Floor, Metrology Bldg.



10)Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD/BDS/2 <sup>nd</sup> Floor, Metrology Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent (LOI) addressed to the Director signifying his interest to adopt ITDI technology / technologies.	1.1 Receive request from the client, and assign the BDS to assist the client in the technology adoption being requested.	None	5 Minutes	<i>Science Aide and Division Chief</i> TSD-Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.2 Assign a BDS staff to coordinate with client.	None	2 Minutes	<i>Section Head</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Reply the request of client and set a meeting to orient them about the technology transfer process.	None	5 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Attend consultation meeting with TSD-BDS	2. Conduct consultation meeting with client and discuss the technology transfer mechanisms and other related	None	1 Hour	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



	info/documents; and confirmation from client on the decision to adopt.			
3. Submit documentary requirements to TSD-BDS.	3.1 Check if documents submitted are complete.	None	5 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	3.2 Prepare Due Diligence Report.	None	1 Day	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	3.3 Draft Technology Licensing Agreement (TLA)/ Memorandum of Agreement (MOA).	None	2 Hours	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
4. Review draft of agreement. Give comments and suggestions, e.g. in the terms and conditions, obligations, payment terms.	4. Follow-up and receive comments and suggestions from concerned parties.	None	2 Days	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



5. Wait for the Fairness Opinion Report (FOR) and written recommendation to be issued by the DOST Secretary through the assistance of the Fairness Opinion Board (FOB).	5. Endorse the transaction and documentary requirements to the Regional Office for the convening of Fairness Opinion Board (FOB).  If the transaction is FAIR*, proceed with the technology transfer:	None	40 Days (paused clock)	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
6. Concurrence to the stipulations of the MOA or TLA.	6. Finalization of the MOA/TLA.	None	4 Hours	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
7. Sign agreement.	7.1 Send out MOA to the PSTC and/or DOST Regional Office for the officer's signature.	None	10 Days (paused clock)	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST  Officers to sign: PSTC Director, DOST Regional Director, ITDI Director, Division Chief





	7.2 Notarization of MOA/TLA.	None	1 Hour	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
8. Pay technology fee if provided in the contract. Pay through the ITDI Cashier's office. Make sure to secure Official Receipt that will be issued upon payment.	8.1 Photocopy the MOA/TLA for the FMD-Accounting Section.	None	5 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	8.2 Prepare a Statement of account.	Please refer to Annex A	37 Minutes	Administrative Assistant II <i>Finance Management Division-Accounting Section</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	8.3 Issue invoice.	None	5 Minutes	Administrative Officer III <i>Cashier Section, Administrative Division</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
9. Fill-out Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023).	9. Provide customer feedback form, and receive accomplished form.	None	5 Minutes	<i>BDS Coordinator</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



<b>TOTAL:</b>	<b>Please refer to Annex B</b>	<b>54 Days, 1 Hour and 14 Minutes</b>	
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\* Technology Adoption is qualified for multi-stage processing

\* Technology Adoption is covered under DOST MC No. 002 s. 2019

\* If the transaction is NOT FAIR, ITDI Technology Transfer and Business Development Office (TTBDO), Director and Researchers will deliberate if transaction with the potential adopter will push through or not.



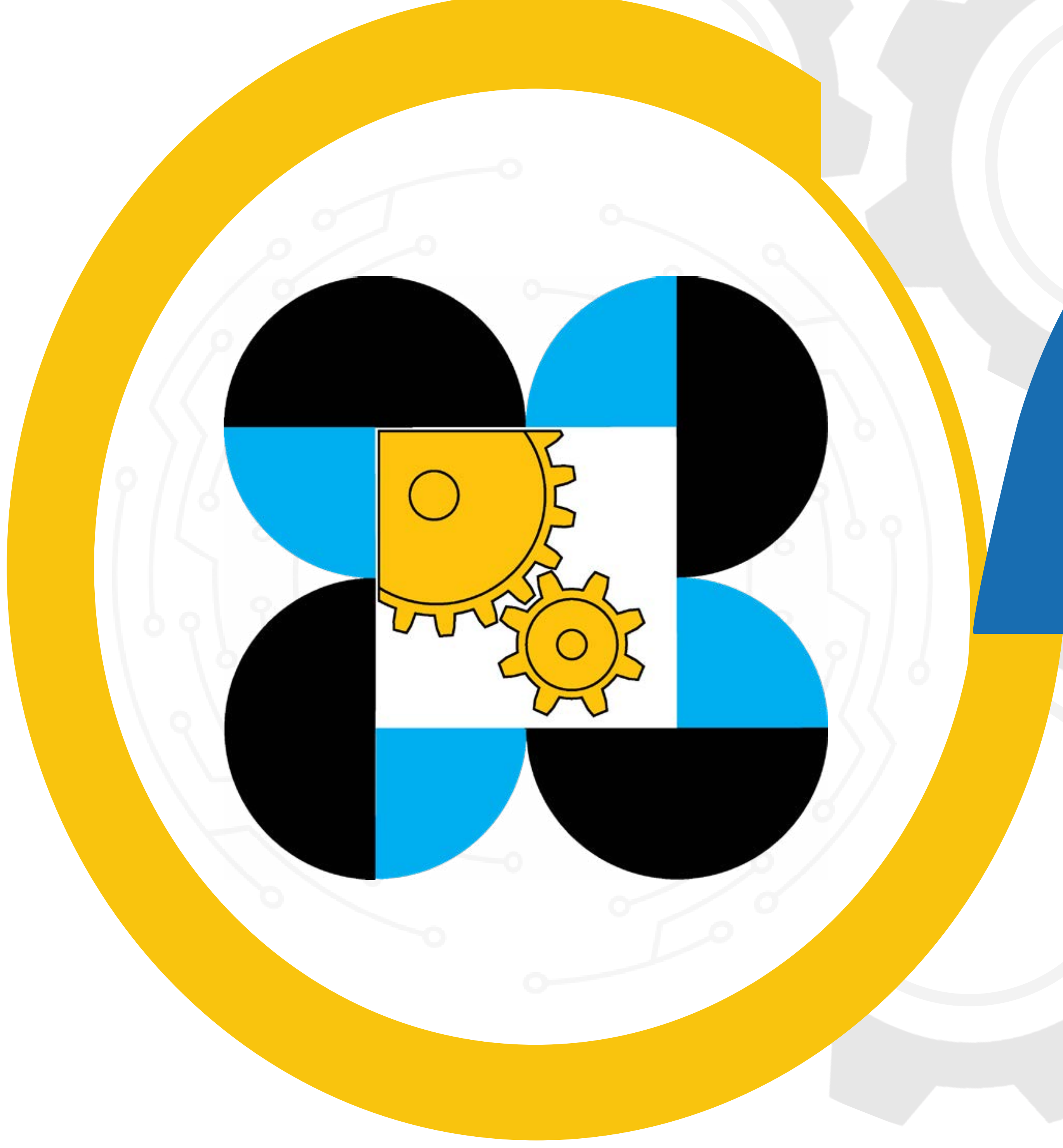


**Food Processing**

**Metrology & Calibration**



**Health & Wellness**



# 2025 DOST-ITDI TRAINING COURSES

*Inspired by Technology, Driven by Innovation*



**Packaging Technology**

**Standards & Testing**



**Materials Processing**

## REGISTRATION

“First-come, first-served”

Scan the QR code or go to the link to create a training account:  
<https://bit.ly/ITDITrainings2025>

Log in and reserve slot/s for your desired training/s.

DOST-ITDI will approve reservation and payment details will be sent through e-mail.

Once payment is done and validated by DOST-ITDI, training details and reminders will be sent prior to training date.

DOST-ITDI reserves the right to postpone or cancel any of its training programs at anytime without prior notice due to unforeseen circumstances.





**FEB**  
**4-5**

**₱ 2,500.00**  
**(Online)**

[See details](#)

### ONLINE TRAINING ON BASIC THERMAL PROCESSING FOR MSMEs

Fundamental knowledge on the principles and concepts in thermal processing of in-container food

**FEB**  
**7**

**₱ 400.00**  
**(Online)**

### WEBINAR ON SOUS VIDE PROCESSING AND ITS POTENTIAL IN THE FOOD PROCESSING AND FOOD SERVICE INDUSTRY

Awareness on the benefits, applications, and best practices of sous vide processing

**FEB**  
**11-12**

**₱ 4,000.00**

[See details](#)

### ALTERNATIVE FLOUR PROCESSING

Basic knowledge and skills on the processing of alternative flour (non-wheat) from plants

**MAR**  
**19-20**

**₱ 4,000.00**

[See details](#)

### PRESSURE METROLOGY AND CALIBRATION OF PRESSURE GAUGES

Basic knowledge and skills on measurement and calibration of pressure measuring instruments



**MAR**  
**19-21**

**₱ 4,200.00**

[See details](#)

### ESTABLISHMENT OF DECISION RULES AND STATEMENT OF CONFORMITY IN TESTING AND CALIBRATION

Introduction to decision rules and statement of conformity based on ILAC-G8:09/2019 Guidelines

**MAR**  
**25-26**

**₱ 5,100.00**

[See details](#)

### CALIBRATION OF FORCE TESTING MACHINE

Fundamental knowledge and skills on force measurement and calibration of force testing machines based on ISO 7500-1:2018

**APR**  
**2-3**

**₱ 4,000.00**

[See details](#)

### CALIBRATION OF ELECTRONIC NON-AUTOMATIC WEIGHING INSTRUMENTS (NAWI): LABORATORY SCALES

Basic knowledge and skills on calibration of single range, electronic non-automatic weighing instruments in accordance with EURAMET cg-18

**APR**  
**10-11**

**₱ 3,900.00**

[See details](#)

### FORMULATION OF PERSONAL CARE PRODUCTS

Knowledge and skills on basic formulation and production of personal care products (hand sanitizer & liquid hand soap)

**APR**  
**23-24**

**₱ 4,100.00**

[See details](#)

### CALIBRATION OF LIQUID-IN-GLASS AND DIGITAL THERMOMETERS

Fundamental knowledge and skills on temperature calibration

**APR**  
**29-30**

**₱ 5,400.00**

[See details](#)

### HUMIDITY MEASUREMENT AND THERMO HYGROMETER CALIBRATION

Basic knowledge and skills on temperature and humidity metrology

**APR**  
**29-30**

**₱ 3,100.00**

[See details](#)

### FOOD PRODUCT DEVELOPMENT AND SAFE USE OF FOOD ADDITIVES

Basic knowledge and principles on food product development and safe usage of various food additives

**MAY**  
**6-7**

**₱ 4,700.00**

[See details](#)

### CALIBRATION OF pH METERS

Fundamental knowledge and skills on calibration and maintenance of pH meters

**MAY**  
**8-9**

**₱ 4,300.00**

[See details](#)

### FRUIT JUICE PROCESSING (CONCENTRATE AND READY-TO-DRINK)

Theoretical knowledge and skills on the processing of fruit juices (calamansi, dalandan, and passion fruit)

**MAY**  
**13-15**

**₱ 7,100.00**

[See details](#)

### OVERVIEW OF SENSORY EVALUATION METHODS

Basic information in undertaking sensory evaluation of food products





**MAY  
20**

**₱ 2,800.00**

[See details](#)

### **ESSENTIAL OIL EXTRACTION**

Knowledge and skills on different methods of extraction and basic information on the application/ utilization of essential oil

**MAY  
21-23**

**₱ 6,100.00**

[See details](#)

### **INTEGRATED MANGO PROCESSING (READY-TO-DRINK, DRIED, PUREE)**

Theoretical knowledge and skills  
on processing of mango

**MAY  
27-29**

**₱ 3,900.00**

[See details](#)

### **SEMINAR-WORKSHOP ON FOOD PACKAGING, LABELING, AND BRANDING**

A three-day seminar-workshop covering packaging, labeling, and branding of food products; graphic design; and evaluation/ critiquing of participants' existing products and labels

**JUN  
3-5**

**₱ 3,700.00**

[See details](#)

### **RISK MANAGEMENT FOR PNS ISO/IEC 17025:2017**

Knowledge and skills required to conduct risk and opportunity management of a laboratory quality management system (LQMS) based on ISO/IEC 17025:2017

**JUN  
17**

**₱ 2,200.00**

[See details](#)

### **OVERVIEW OF SHELF LIFE TESTING**

Overview and basic procedures on the conduct of shelf life testing of food products using both direct and indirect methods

**JUN  
18-19**

**₱ 4,300.00**

[See details](#)

### **CALIBRATION OF VOLUMETRIC WARES BASED ON ISO 4787:2021**

Fundamental knowledge and skills on measurement and calibration of volumetric wares

**JUN  
25-26**

**₱ 4,800.00**

[See details](#)

### **TORQUE MEASUREMENT AND CALIBRATION**

Basic knowledge and skills on torque measurement and calibration

### **TRAINING COURSES OFFERED UPON CLIENT'S REQUEST**

Kindly send a formal letter of request addressed to our director: DR. ANNABELLE V. BRIONES and send it to this email: [tsd\\_training@itdi.dost.gov.ph](mailto:tsd_training@itdi.dost.gov.ph).

### **INTRODUCTORY COURSE ON VALIDATION OF CHEMICAL METHODS OF ANALYSIS**

Knowledge and guidance in conducting validation of chemical methods of analysis

### **INTERNAL QUALITY AUDIT FOR PNS ISO/IEC 17025:2017**

Knowledge and skills required to perform an internal quality audit of a laboratory quality management system (LQMS) based on PNS ISO/IEC 17025:2017

### **FORMULATION OF BATH CARE PRODUCTS**

Basic knowledge and skills on soapmaking (opaque, glycerin) and formulation of shampoo (clear and pearliezed)

### **PERFUME MAKING**

Foundational knowledge and skills on formulation of various perfume types.

### **FOOD PROCESSING TECHNOLOGIES**

Food processing technologies for raw materials such as banana, calamansi, mango, chicken, etc.

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#### **TECHNOLOGICAL SERVICES DIVISION**

Industrial Technology Development Institute  
Department of Science and Technology  
DOST Complex, Bicutan, Taguig City 1631

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**LIST OF TECHNOLOGIES 2025**  
**AGENCY: DOST-INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE**

<b>Title of Technology</b>	<b>Brief Description of the Technology</b>	<b>Licensing Fee (Php)</b>
OL Trap (ovicidal/Larvicidal Trap System)	A device used to control the Aedes mosquito population, the dengue-carrying species. The OL Trap's ovicidal and larvicidal effect prevents the next generation of Aedes mosquitoes from reaching adulthood, thus curbing their population.	Waived
Natural-Based Analgesic Balm	Natural-based analgesic balm containing pain-relieving effects of phyto-bioactives intended for external application to skin.	53,500.00
Surface Modified Zeolite for Waste Water Treatment	Surface modification of local zeolite to develop a cost-effective adsorbent for the removal of oil and grease in wastewater.	No available computation
Abaca-reinforced Composite	Abaca fibers combined with resin to form composites take advantage of abaca's low density and insulating properties to create a material that is lightweight and environment-friendly which can be used as an eco-friendly, lightweight material for roofs and even vehicles.	87,800.00
Nanoclay Production Technology from Local Bentonite Ore	Method of manufacturing nanocomposites with several property enhancements for use in various industrial applications, such as in automotive, construction, electronics, and packaging.	460,000.00
Nano-Precipitated Calcium Carbonate	A method of production of nano precipitated calcium carbonate from local limestone deposits having an average particle size ranging from 35-45 nm and whiteness value of more than 95% for various (food, industrial, and pharmaceutical grade) applications, such as in the manufacture of paper, rubber, plastics, plants, medicines, and food.	313,800.00
Biodegradable Polymers Production Technology (Thermoplastic Starch Nanoclay Pellets)	The main purpose of this technology is for the production of biodegradable pellets that can be used for the production of disposable plastic cups, straws, spoons and forks. This technology minimizes the need to import raw materials because starch is widely available in the country. It will not involve too much additional investments because the cost of biodegradable pellets are comparable to conventional plastic pellets. It also provides a process of producing a biodegradable composition comprising a thermoplastic starch.	275,000.00
Modified Nano Ceramic Filter	The modified nanoceramic filter is a household water filtration system which removes microorganisms and heavy metal contaminants from the water.	
Bio-based FibroScaffolds	An innovative design for growing stem cells on local bio-based media. A designed tissue scaffold for local and bio-based materials.	No available computation
Nanozeolite Monoliths for Gas Adsorption	An innovative nanozeolite monoliths for gas adsorption, in particular carbon dioxide (CO <sub>2</sub> ).	350,000
Natural Fiber Thermoplastic Composite	A similar process of producing conventional plastics but with integration of natural fibers to produce high valued thermoplastic composites which can be used in various application.	79,000.00
Nanozeolite	Nanozeolite pellets as Carbon Dioxide Absorbent provided an environment friendly cost-effective alternative sorbent for CO <sub>2</sub> capture in diesel-fired boiler system. Nanozeolite powder were used as carrier for the formulation of fertilizer.	350,000.00
Collapsible Toilet Bowl for	A technology made available to evacuation centers which provides safe sanitation to evacuees and prevent potential	No available computation

Emergency/Disaster Operation	hazards to such as outbreak of diseases caused by inadequate hygiene and improper waste management.	
Packaging Technology for Cut-Flowers	A cut-flower packaging technology that utilizes ergonomic design and corrugated box for an efficient, transport-friendly and compression safe flowers.	No available computation
Halal lipstick	Made up of shea-butter, enriched and enhanced with the hydrating properties of virgin coconut oil. Comes in shades of red and red-orange that leaves skin smooth and glossy.	135,000.00
Halal shampoo	Formulated with wheatgerm, rosemary and lemongrass oil for strengthening and promoting formation of new tissues inducing hair growth in terms of length and volume.	110,000.00
Halal soap	Formula is also enriched with cucumber and lemon extracts for a natural skin-lightening effect. Provides luxurious and well-conditioning properties for dry skin.	120,000.00
Halal lip balm	Provides moisturizing and cooling properties to soothe and prevent chapped, peeling, and cracked lips.	No available computation
Halal whitening toothpaste	A herbal toothpaste with the antimicrobial properties of neem oil, virgin coconut oil, papaya, and guava extracts. Formulated to keep mouth fresh, whiten teeth and prevent tooth decay from bacteria.	94,000.00
Halal essential oils	Halal-ready processes for the manufacture of essential oils from ylang-ylang, calamansi and lemongrass	
Natural colorants for cosmetics	Microencapsulated natural colorants from beet root, blue pea and dragon fruit through spray drying. application of colorants into cosmetic formulations such as hair dye, facial mask, shampoo handwash and shower gel.	
Nipa Sap Sugar	A healthy organic substitute for synthetic sugar which contains minerals and has the medium glycemic index, thus making it ideal for diabetics, overweight, and health conscious individuals. Nipa sugar can be used as sweetener and ingredient in several foods and confectionary products like pastries and native delicacies.	28,500.00
Ready-to-Eat Chicken Arroz Caldo	The retort pouch packaging technology was applied to Chicken Arroz Caldo to make it shelf stable for at least one (1) year. The product was developed as a disaster mitigation / relief food to address immediate hunger of disaster victims. Arroz caldo is categorized as ready-to-eat disaster food without preparation and without drinkables. The packaging structure is lightweight and very handy.	180,000.00
RTE Sweet potato	Sweet potato known as staple food to Filipinos, is applied with high barrier and retort pouch packaging technology to extend product shelf life to more than one year at ambient condition.	100,000.00
RTE Cassava	Cassava, known as staple food to Filipinos, is applied with high barrier and retort pouch packaging technology to extend product shelf life to more than one year at ambient condition.	100,000.00
RTE chicken corn soup	The retort pouch packaging technology was applied to chicken corn soup to make it shelf stable for at least one (1) year. The product was developed as a disaster mitigation / relief food to address immediate hunger of disaster victims.	
RTE ginisang munggo	The retort pouch packaging technology was applied to ginisang munggo to make it shelf stable for at least one (1) year. The product was developed as a disaster mitigation / relief food to address immediate hunger of disaster victims.	
RTE chicken adobo	Ready-to-eat chicken adobo packed in high barrier retort pouch. Developed for field operations of men in uniform under ITDI's "Pack of Duty" product line	

RTE chicken afritada	Ready-to-eat chicken afritada packed in high barrier retort pouch. Developed for field operations of men in uniform under ITDI's "Pack of Duty" product line	
RTE beef curry	Ready-to-eat beef curry packed in high barrier retort pouch. Developed for field operations of men in uniform under ITDI's "Pack of Duty" product line	
RTE bangus sisig	Ready-to-eat bangus sisig packed in high barrier retort pouch. Developed for field operations of men in uniform under ITDI's "Pack of Duty" product line	
RTE white rice	Ready-to-eat steamed rice packed in high barrier retort pouch that can be paired with RTE Pack of Duty viands for a complete rice meal. Developed for field operations of men in uniform under ITDI's "Pack of Duty" product line	
Dietary Fiber Powder from Calamansi Wastes	Production of dietary fiber from calamansi waste that can be used as functional ingredient for food and supplement production for digestion and weight management.	47,800.00
Gourmet salt	Salt infused with umami tastant (savory flavor) from seaweed, shrimp and mushroom. Conforms to specification of food grade salt. Low in sodium and contains essential minerals.	Seaweed - 20,770.00 Shrimp - 21,310.00 Mushroom - 20,647
Drum-dried Fruit Flakes	Allows liquid with low viscosities like fruit purees such as mango, banana, and makapuno to dry out at relative low temperatures over rotating drums producing drum-dried crunchy sheets of flakes with less chances of contamination and reduced loss of nutrient content.  Drum-dried fruit flakes may be marketed as ready-to-eat snacks or intermediate materials for other products such as ice cream and pastries.	Drum Dried Mango - 56,500.00 Drum Dried Banana - 64,600.00 Drum Dried Macapuno - 65,000.00
Isotonic Drink	Coconut-based shelf stable beverage that contains electrolytes (Na, K, Cl <sub>2</sub> , PO <sub>4</sub> )	20,000.00
Ready to Drink Tablea	A shelf-stable, smooth and delicious chocolate drink with more of the goodness of real chocolate from selected and single origin fermented cocoa beans.	40,000.00
Ready to Drink Mungbean and Coconut	This product is made from blended mungbean infused with coconut cream and flavored vanilla. A good alternative for dairy drinks that is ready-to-drink and shelf stable.	40,000.00
Shelf-stable beef-filled suman	Ready food reserve which can be served as meal/snack, emergency food and military ration.	15,000.00
Packaging for Frozen Durian	A food packaging method that uses multiple high-barrier packaging materials and vacuum packaging technique to retain the strong flavor and aroma of frozen durian for at least one year.	46,800.00
Packaging for Pork Lechon	A packaging technology for pork lechon that can extend its shelf life and maintain the crispiness of pork skin for long hours.	No available computation
Smoked Salts (Guava, Mango and Tamarind)	Salt smoked with dry young leaves of mango, guava and tamarind.  Conforms to specification of food grade salt. Low in sodium and contains essential minerals.	Mango - 21,163.00 Guava - 21,163.00 Tamarind - 21,805.00
RTE chicken egg	A convenient, shelf-stable and preservative free ready-to-eat eggs packed in an easy to open retort pouch. The product is a	27,400.00



	good source of protein and carbohydrates, does not require any cooking preparation and has a shelf life of 3 months even without refrigeration.	
Rice Milk Beverage	A good alternative to dairy-based drinks and excellent source of amino acids, protein, fiber, vitamins and minerals. It can be used as an intermediate raw material used to prepare food items such as ice cream, milk teas, coffees and other food products.	40,000.00
RTD okara energy drink	A ready-to-drink beverage from okara, a by-product of soybean processing. Packed with plant-based protein, dietary fiber, and essential vitamins, this drink is designed for health-conscious individuals seeking a way to boost energy levels and nutritional intake.	No available computation
Improved Packaging Technology for Shelf-life Extension of Bukayo and Budin	Process of selecting the right active packaging material on the basis of applicable tests conducted to make it suitable in extending the shelf-life of Bukayo and Budin products.	No available computation
Packaging Technology for Monay	A packaging technology for Monay (a bakery product) that uses an active packaging technology for a longer shelf life at an ambient temperature. Through this packaging technology, the product can be sold as an emergency food and/or convenience food.	No available computation
RTE Smoked Fish Meal	Ready-to-eat (RTE) smoked fish rice meal can be consumed without any aid of utensils, etc. Products are suitable for disaster/relief purposes as it can meet DSWD's shelf life requirement of more than six (6) months.	130,000.00
Semi-automated mobile reactor for multi-purpose household and personal care products	Equipment for the production of liquid detergent, dishwashing soap and personal care products with 180L capacity	
Compact Waste Water Treatment System	A low-cost, sustainable, compact wastewater treatment system that can be used to treat food, oil, grease wastewater coming from standalone quick service restaurants (QSR).	417,800.00
Dual Drum Composter	A small-scale (100kg capacity) motorized dual-drum composter developed for the management of biodegradable solid wastes following a standardized process with compost as end-product.	113,600.00
Portable Biogas Digester	The ITDI Portable Biogas Digester is an air-tight, oxygen free vessel, fed with organic material where the microbial digestion takes place to produce biogas. The Portable Biogas Digester converts the wastes into two useful products: gas for cooking and sludge as soil conditioner.	66,000.00
Cacao Roasting Equipment (Cacao Roaster)	A locally-designed cacao bean roaster that is LPG-fueled, easy-to-operate with temperature control feature and is made of food-grade stainless steel.	171,000.00
Carbonizer for Charcoal Briquetting	The modified carbonizer is an updraft flow type vertical carbonization equipment with cooling system for tar recovery. It has 8-10kg/hr charcoal rated capacity, which produces charcoal briquettes from select fruit and root crop peels.	15,000.00
Salt Iodizing Machine	A continuous screw-type iodizing machine that can be used by small salt processors and help them comply with ASIN LAW or RA 1872.	40,000.00
Salt harvester	Equipment used to collect salt using the deep crystallizer saltern method	
Salt Washer Machine	A continuous screw-type machine designed to increase the purity of salt to at least 97% as required by RA. 8172.	55,000.00

Household Tumbling Composter	A unit composed of two 30-L plastic drums and wooden base which allows the conversion of household kitchen waste into compost or soil conditioner.	40,000.00
Biomass-Fired Steam Kettle	The ITDI-developed design is a simple open-type biomass evaporator pan or steam kettle suitable for concentrating coconut water for small farmers.	No Updated Computation
Cacao Desheller and Winnower	The desheller is an optimally designed to crack the shell of beans without leaving damage to the nibs to avoid some portions of the yield to be considered as losses while winnower is designed to separate the yeild from the shells by supplying enough amount of air current to blow the shells away and let the nibs freely fall on a collecting bin.	113,000.00
Cacao Grinder	A cacao equipment that can grind cacao nibs into finer particles. The equipment has a capacity to grind 10kgs of nibs in an hour.	126,000.00
Modular Rainwater Collection System	This modified modular rainwater collection system, can collect and store rainwater up to one cubic meter for non-potable domestic use, easy to install and deploy, easy to store when not in use (foldable) and can fit into individual homes. A nano composite liner was developed from locally available raw materials by compounding high density polyethylene (HDPE) with nano precipitated calcium carbonate (NPCC) for better mechanical properties.	No available computation
Salt Spin Dryer	An equipment that reduce the moisture content of the salt.	65,000.00
Bioreactor	An equipment for waste management that can transform biodegradable wasted into soil enriching compost.	Waived
Power Back-up System for Small and Large Equipment	The power back-up system is an independent device that can be installed in an equipment to provide back-up power in case of power interruption. The device, compared to commercially available UPS, does not solely rely on battery charger to charge to the battery. Instead, the batteries can be charge using renewables such as solar and wind.	40,000.00
Salt Evaporating Setup	An equipment to produce salt from saturated brine through evaporative crystallization using biomass such as saw dust, rice hull and wood.	57,000.00



## Internal Services

### 1. CADD (Computer Aided Design & Drafting) Drawings for ITDI Technologies

The institute recognizes that accurate documentation is a vital component for efficient and effective knowledge management and technology transfer. CADD drawing is an ESS service provided to ITDI R&D divisions to assist researchers/ experts in documenting designs they have developed for parts/components, equipment assembly, and facilities (plant layout).

Any modification/ revision to the original request after completion of the CADD Drawing shall be considered as a new service request.

<b>Office or Division:</b>	Technological Services Division (TSD) – Engineering Services Section (ESS)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Any ITDI employee-researcher		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1) ESS Job Request Form (1 original copy)		Office of the Chief of Requesting Party's Division, or ITDI/Technological Services Division, Engineering Services Section/2 <sup>nd</sup> Floor, Metrology Bldg.	
2) Initial/Draft drawing with complete specifications, i.e., dimensions, technical description (1 copy)		To be provided by the requesting party	
3) CADD drawing (printed or e-copy)		ITDI/TSD-ESS/2 <sup>nd</sup> Floor, Metrology Bldg.	
4) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD-ESS/2 <sup>nd</sup> Floor, Metrology Bldg.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a filled out ESS Job Request Form, attached with initial drawings and complete specifications.	1.1 Receive the required documents and check for completeness.	None	20 Minutes	Science Research Analyst (Job Request Database Manager) TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.2 Approval of request.	None	5 Minutes	ESS Section Head and TSD Division Chief TSD, 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Assign the ESS staff for the job request.	None	5 Minutes	SR Analyst or Section Head TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Prepare the CADD Drawing.	None	18 Days	Sr SRS, SRT IV, SRSII, SR Analyst or SR Assistant TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Acknowledge receipt of the CADD drawing (printed or e-copy).	2.1 Provide the requesting party with a print or electronic copy (based on client request).	None	20 Minutes	Sr SRS, SRT IV, SRSII, SRAnalyst or SR Assistant TSD-ESS



					2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
3. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023).	3.1 Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive duly accomplished form.	None	10 Minutes	SR Analyst (Job Request Database Manager) TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST	
<b>TOTAL:</b>		<b>None</b>	<b>18 Days and 1 Hour</b>		



## 2. Computation of Technology Fees (Development Cost and Technology Fee)

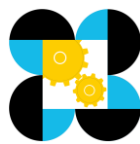
The computation for the technology fees which is based on the Development Cost\* of the technology is an internal service provided by the Technological Services Division (TSD) to the R&D Divisions of ITDI. It is a simple approach in identifying the technology fees for ITDI generated technologies which are identified to have potential commercialization.

\**Development cost* is the total amount of resources used in the development of a technology. It includes all financial (project budget allocation), human (actual man-Hours spent) and capital/ physical resources (space, utilities, equipment, raw materials), expressed in monetary terms.

<b>Office or Division:</b>	Technological Services Division (TSD) – Business Development Section (BDS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	All Divisions of ITDI	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1) Letter of request to TSD Chief (1 original copy)		To be provided by the requesting party
2) Secondary data and interview		To be provided by the requesting party
3) Computed technology fee and development cost (e-copy)		ITDI/Technological Services Division/Business Development Section/2 <sup>nd</sup> Floor, Metrology Bldg.
4) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD-BDS/2 <sup>nd</sup> Floor, Metrology Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to TSD for computation of Development Cost and Technology Fee through letter of request or e-mail.	1.1 Receive request from the division concerned.	None	5 Minutes	<i>Science Aide</i> TSD-Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.2 Assign the Business Development Section (BDS) to compute for the Development Cost and Technology Fee.	None	5 Minutes	<i>Division Chief, TSD-</i> Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Assign a BDS staff to conduct the computation of the development cost and the technology fee.	None	5 Minutes	<i>Section Head</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Inform requesting party for the lead time of the request.	None	5 Minutes	<i>BDS Valuation Team</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



2. Provide necessary information to TSD with regards to the data needed for the computation of development cost and technology fee.	2.1 Gather secondary data and conduct an interview with the researchers involved in the project where the technology (development) cost will be derived.	None	2 Days	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.2 Compute for the development cost of the technology based on the data gathered, interview, and market research.	None	2 Days	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.3 Peer-to-peer evaluation of the computed Development Cost and decide on the appropriate technology fee based on the computed development cost.	None	1 Day	BDS Valuation Team and Section Head TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST  BDS staff tasked to evaluate his/her colleagues computation and Sup. SRS
	2.4 Discuss the computed technology fee and development cost to the	None	1 Day	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST





	concerned researcher for the latter's approval.			and Concerned Researcher
	2.5 Final approval of the computed technology fee after the concurrence of the concerned researcher.	None	1 Day	Section Head TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
3. Wait for the issuance of the computation of development cost and technology fee of the technology.	3. Issue approved profitability to the requesting party.	None	5 Minutes	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
4. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	4. Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive accomplished form.	None	10 Minutes	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>7 Days and 35 Minutes</b>	



### 3. Computation of Tech Services Fees (LIB Preparation)

Technical Services include testing and analytical service, use of facilities and equipment, product/process development and improvement, design/fabrication of equipment and facilities, consultancy, and specialized training. The Technological Services Division (TSD) through the Business Development Section (BDS) provides internal support to all ITDI divisions by providing services such as computation fees in order to guide the divisions on the proper identification of tech fees.

<b>Office or Division:</b>	Technological Services Division (TSD) – Business Development Section (BDS)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)		
<b>Who may avail:</b>	All ITDI Divisions		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1) Letter of request to TSD Chief (1 original copy)		To be provided by the requesting party	
2) Secondary data (hard or soft copy)		To be provided by the requesting party	
3) Data/information thru Interview (if necessary)		To be provided by the requesting party	
4) Computed LIB (1 original copy and 1 photocopy)		ITDI/Technological Services Division/Business Development Section/2 <sup>nd</sup> Floor, Metrology Bldg.	
5) Internal Customer Satisfaction Survey Form QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD-BDS/2 <sup>nd</sup> Floor, Metrology Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Send request to TSD for computation of tech services fees thru letter or e-mail.	1.1 Receive request from the concerned division.	None	Science Aide TSD-Office of the Chief



					2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Provide necessary information to BDS staff with regard to the data needed for the computation of fees.	1.2 Assign the Business Development Section (BDS) to compute for the tech service fee being requested.	None	5 Minutes		Division Chief, TSD-Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Assign a BDS staff to compute for the said tech service fee.	None	5 Minutes		Section Head TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Inform requesting party for the lead time of request.	None	5 Minutes		BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.1 Gather secondary data and conduct an interview (if necessary) with the researchers involved in the project where the tech service was derived.	None	1 Day		BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.2 Compute for the tech service fee based on the data and interview gathered from the	None	1 Day		BDS Valuation Team TSD-BDS



	researcher from the concerned division.			2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.3 Review and approval of the computed LIB.	None	2 Hours	Section Head TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
3. Claim the approved tech service fee.	3.1 Issue the approved LIB to the requesting party.	None	5 Minutes	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
4. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023).	4.1 Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive accomplished form.	None	10 Minutes	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 2 Hours, and 35 Minutes</b>	



#### 4. Desktop Publishing (DTP)

TSD-IDS offers desktop publishing service in creation of documents, print publications, and various forms of online content using page layout software. ITDI's Divisions may avail of this service.

<b>Office or Division:</b>	Technological Services Division (TSD) – Information and Documentation Section (IDS)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	ITDI Divisions
<b>CHECKLIST OF REQUIREMENTS</b>	
1) Letter of request specifying type of print material to be published (1 original copy)	To be provided by the requesting division
2) Digital, high-resolution copy of photographs and other materials, if needed	To be provided by the requesting division
3) Documents, print publications, and various forms of online content using page layout software for client (AR-1 hard copy; Tech-Bulletin-1 hard copy)	ITDI/Technological Services Division/Information Documentation Section/2 <sup>nd</sup> Floor, Metrology Bldg.
4) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)	ITDI/TSD/IDS/2 <sup>nd</sup> Floor, Metrology Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit request for DTP either through letter or email.	1.1 Receive request; and discuss details of request.  1.2 Work on DTP request; and forward draft of material to client.	None	1 Hour  3 Days	<i>Creative Arts Specialist II</i> TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST  <i>Creative Arts Specialist II and SRS II</i> TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Receive draft of material for approval/ production.	2. If no further instructions received from client after three Days, material is considered good for production.	None	3 Days	<i>SRS II</i> TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
3. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023).	3. Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive accomplished form.	None	10 Minutes	<i>SRS II</i> TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>6 Days, 1 Hour and 10 Minutes</b>	



## 5. Infrastructure Document Assistance for ITDI Facilities

This service aims to provide infra project leaders: assistance in aligning financial objectives by efficient resource allocation, preparation of bidding documents, regulatory compliance and accuracy.

Any modification/ revision to the original request after completion shall be considered as a new service request.

<b>Office or Division:</b>	Technological Services Division (TSD) – Engineering Services Section (ESS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Any ITDI employee-researcher
CHECKLIST OF REQUIREMENTS	
1) ESS Job Request Form (1 original copy)	Office of the Chief of Requesting Party's Division, or ITDI/Technological Services Division/Engineering Services Section/2 <sup>nd</sup> Floor, Metrology Bldg.
2) Initial/Draft layout, and project scope of works	To be provided by the Requesting party
3) Bidding Documents (as requested): BOQ, TOR, CADD drawings (printed or e-copy)	ITDI/Technological Services Division/Engineering Services Section/2 <sup>nd</sup> Floor, Metrology Bldg.
4) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy for assigned staff)	ITDI/Technological Services Division/Engineering Services Section/2 <sup>nd</sup> Floor, Metrology Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit a filled out ESS Job Request Form, attached with initial drawings and scope of work	1.1 Receive the required documents and check for completeness.  1.2 Approval of request	None	20 minutes  5 minutes	Science Research Technician IV (Job Request Database Manager) TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST ESS Section Head and TSD Division Chief TSD, 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Assign the ESS staff for the job request.	None	5 minutes	SRT IV or Section Head TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Site visit, ocular inspection, meeting with client	None	9 days	Sr SRS, SRT IV, SRSII, SR Analyst or SR Assistant TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.5 Preparation and submission of documents to client	None	8 days (paused clock)	Sr SRS, SRT IV, SRSII, SR Analyst or SR Assistant TSD-ESS





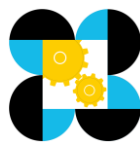
					2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Acknowledge receipt of the requested Infrastructure Documents (printed or e-copy)	2. Provide the requesting party with a print or electronic copy (based on client request).	None	20 minutes	Sr SRS, SRT IV, SRSII, SRAnalyst or SR Assistant TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST	
3. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	3. Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive duly accomplished form.	None	10 minutes		
			17 Days and 1 Hour		
TOTAL:			None		SRT IV (Job Request Database Manager) TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



## 6. Intellectual Property (IP) Application

Intellectual Property are a work or invention that is the result of creativity, such as a manuscript or a design, to which one has rights and for which one may apply for a patent, copyright, trademark, etc<sup>1</sup>. The DOST-ITDI recognizes the relevance of filing for Intellectual Property Rights Protection to secure the works or inventions of its researchers from infringement or inventions without proper legal authorization from the technology developers. Through the assistance of the program titled “*Support to the Commercialization of 500 DOST- Generated Technologies: Strengthening the Intellectual Property and Technology Portfolios of the DOST*” of the Technology Application and Promotion Institute (DOST-TAPI), DOST has generated sixty-two (62) granted IPRs as of 2019.

<b>Office or Division:</b>	Technological Services Division (TSD) – Business Development Section (BDS)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	All ITDI Divisions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1) Letter/E-mail of request to TSD Chief (1 original copy)		To be provided by the requesting party
2) DOST-TAPI disclosure form, properly and completely accomplished and signed by all inventors/makers (1 original copy)		ITDI/Technological Services Division/Business Development Section/2 <sup>nd</sup> Floor, Metrology Bldg.
3) Utility/Invention Application Form properly accomplished (1 original copy)		ITDI/TSD-BDS/2 <sup>nd</sup> Floor, Metrology Bldg.
4) Terminal Report (1 photocopy copy)		ITDI/Planning and Management Information Systems Division/2 <sup>nd</sup> Floor, Metrology Bldg.
5) Endorsement Letter to TAPI, signed by DOST-ITDI Director (cleared by TSD Chief and Chief of the R&D division concerned) (1 original copy and 1 photocopy)		ITDI/TSD-BDS/2 <sup>nd</sup> Floor, Metrology Bldg.



6) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD-BDS/2 <sup>nd</sup> Floor, Metrology Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to TSD Chief for assistance on IPR Application thru letter or e-mail.	1.1 Receive request from the division concerned.	None	5 Minutes	<i>Science Aide</i> TSD-Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.2 Assign BDS to assist the client in the technology adoption being requested.	None	5 Minutes	<i>Division Chief, TSD-Office of the Chief</i> 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Assign a BDS staff to coordinate with client.	None	5 Minutes	<i>Section Head</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Provide the division concerned with templates on the requirement to be submitted.	None	5 Minutes	<i>BDS IP Management Team</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Prepare and submit the following requirements to TSD- BDS. - TAPI disclosure Form (filled-out)	2.1 Receive requirements from clients.	None	5 Minutes	<i>BDS IP Management Team</i> TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



<p>- Invention/Utility Model/Trademark/Copy right</p>	2.2 Evaluate completeness of documents submitted.	None	15 Minutes	<p><i>BDS IP Management Team</i></p> <p>TSD-BDS</p> <p>2<sup>nd</sup> Floor, Metrology Building, ITDI-DOST</p>
	2.3 If documents are complete, prepare endorsement letter to the DOST-Technology Application and Promotion Institute (TAPI).	None	5 Minutes	<p><i>BDS IP Management Team</i></p> <p>TSD-BDS</p> <p>2<sup>nd</sup> Floor, Metrology Building, ITDI-DOST</p>
	3. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	None	10 Minutes	<p><i>BDS IP Management Team</i></p> <p>TSD-BDS</p> <p>2<sup>nd</sup> Floor, Metrology Building, ITDI-DOST</p>
	4. Wait for the confirmation of DOST-TAPI with regard to the application	None	5 Days	<p><i>BDS IP Management Team</i></p> <p>TSD-BDS</p> <p>2<sup>nd</sup> Floor, Metrology Building, ITDI-DOST</p>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days and 55 Minutes</b>	



## 7. Media Coverage of Event

IDS-TSD offers coverage service of an event organized/conducted by ITDI for the purpose of media publicity. Events may center on a news announcement, an anniversary, a news conference, or other planned events. ITDI's Divisions may avail of this service.

<b>Office or Division:</b>	Technological Services Division (TSD) – Information and Documentation Section (IDS)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	ITDI Divisions
<b>CHECKLIST OF REQUIREMENTS</b>	
1) Letter of request specifying following (1 original copy):	To be provided by the requesting Division
<ul style="list-style-type: none"> <li>Type of event to be covered by which group, e.g., IDS-TSD, media affiliates, and or DOST-STII</li> <li>Type of coverage, e.g., video, still photo, write-up</li> <li>Type of audience of event</li> <li>Date of event</li> </ul>	
2) Copy of photos/videos for event coverage (1 soft copy)	ITDI/Technological Services Division/Information and Documentation Section/2 <sup>nd</sup> Floor, Metrology Bldg.
3) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)	ITDI/TSD/IDS/2 <sup>nd</sup> Floor, Metrology Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit request for event coverage either through letter or email.	1.1 Receive request; and discuss details of request.	None	1 Hour	Science Research Specialist II TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
	1.2 Cover event; and provide copy of coverage two Days after event.	None	3 Days	Science Research Specialist II Science Research Specialist I Science Research Analyst Science Research Assistant TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
2. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023).	2.1 Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive accomplished form.	None	10 Minutes	Science Research Specialist II TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 1 Hour and 10 Minutes</b>	



## 8. Preventive or Corrective Maintenance of ITDI Facilities (Buildings or Equipment)

TSD-ESS assists the various ITDI divisions in conduct of preventive and/or corrective maintenance tasks of the institute's facility. Tasks within the capability of the ESS resources (manpower and facility) are addressed while tasks beyond the current ESS capability are assessed and recommended for outsourcing. Procurement of supplies/ materials or outsourcing of services is handled by the requesting party/division.

<b>Office or Division:</b>	Technological Services Division (TSD) – Engineering Services Section (ESS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Any ITDI employee-researcher
CHECKLIST OF REQUIREMENTS	
1) ESS Job Request Form (1 original copy)	Office of the Chief of Requesting Party's Division, or ITDI/Technological Services Division, Engineering Services Section/2 <sup>nd</sup> Floor, Metrology Bldg.
2) Report on findings and recommendations (1 original copy and 1 photocopy)	ITDI/TSD-ESS/2 <sup>nd</sup> Floor, Metrology Bldg.
3) Supplies and materials (based on evaluation)	To be provided by the requesting party
4) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)	ITDI/TSD-ESS/2 <sup>nd</sup> Floor, Metrology Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a filled out ESS Job Request Form.	1.1 Receive the required documents and assess if within ESS capability.	None	40 Minutes	SR Analyst (Job Request Database Manager) TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.2 Approval of request.	None	5 Minutes	ESS Section Head and TSD Division Chief, TSD 2 <sup>nd</sup> Floor, Metrology Bldg, ITDI-DOST
	1.3 Assign the ESS staff for the job request.	None	5 Minutes	SR Analyst or Section Head TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Visit and conduct assessment or preventive/corrective maintenance task.	None	10 Days	SRT IV, SRS II, SR Analyst or SR Assistant TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Acknowledge receipt of the ESS report on findings and recommendations.	2. Forward findings and recommendations.	None	30 Minutes	SRT IV, SRS II, SR Analyst or SR Assistant TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST





3. Procure/provide ESS with the required materials.	3. Conduct preventive / corrective maintenance task.	None	5 Days	SRT IV, SRSII, SR Analyst or SR Assistant TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
4. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	4. Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive duly accomplished form.	None	10 Minutes	SR Analyst (Job Request Database Manager) TSD-ESS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>15 Days, 1 Hour and 30 Minutes</b>	



## 9. Profitability Analysis

A financial assessment taken from the enterprise/business point of view and evaluates and forecasts the sustainability of commercializing an ITDI technology. This service is provided to all divisions of ITDI with technologies that can be potentially commercialized and/or diffused through training, technology adoption and tech services.

<b>Office or Division:</b>	Technological Services Division (TSD) – Business Development Section (BDS)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All ITDI Divisions		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1) Letter/E-mail of request to TSD Chief		To be provided by the requesting party	
2) Secondary data and interview (hard or soft copy)		To be provided by the requesting party	
3) Profitability Analysis (1 original copy and 1 photocopy)		ITDI/Technological Services Division/Business Development Section/2 <sup>nd</sup> Floor, Metrology Bldg.	
4) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD-BDS/2 <sup>nd</sup> Floor, Metrology Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Send request to TSD for profitability analysis of a certain technology thru letter or e-mail.	1.1 Receive request from the division concerned.	None	5 Minutes
		<b>PERSON RESPONSIBLE</b> Science Aide TSD-Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST	



	1.2 Assign Business Development Section (BDS) to compute for the profitability of the technology being requested.	None	5 Minutes	Division Chief, TSD-Office of the Chief 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.3 Assign a BDS staff to perform profitability analysis.	None	5 Minutes	Section Head TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.4 Inform the requesting party for the lead time of the request.	None	5 Minutes	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Provide necessary information to TSD-BDS with regards to the data needed for the profitability analysis.	2.1 Gather secondary data and conduct an interview with the researchers involved in the project.	None	2 Days	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.2 Conduct market research to compare ITDI technology with the existing comparable technologies.	None	2 Days	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



	2.3 Compute for the profitability of the technology based on the data gathered, interview, and market research.	None	2 Days	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST  Alternate staff (will come from the Valuation Team of BDS)
	2.4 Peer-to-peer evaluation of the profitability analysis.	None	1 Day	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.5 Review/ approval of the profitability analysis	None	15 Minutes	Section Head TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	2.6 Discuss the profitability analysis to the researcher.	None	45 Minutes	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	3. Wait for the issuance of the profitability analysis.	None	5 Minutes	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST



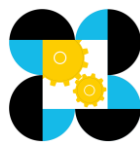
4. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	4. Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive accomplished form.	None	10 Minutes	BDS Valuation Team TSD-BDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>7 Days, 1 Hour and 35 Minutes</b>	



## 10. Speech Writing

IDS-TSD offers the service of writing speeches, usually for delivery by executive officials of ITDI during local and other events. ITDI's Divisions may avail of this service.

<b>Office or Division:</b>	Technological Services Division (TSD) – Information and Documentation Section (IDS)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	ITDI Divisions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1) Letter of request specifying following (1 original copy): <ul style="list-style-type: none"><li>Type of speech to be written, e.g., Welcome Remarks, Opening/ Closing Remarks, Message, Keynote Speech, Introduction of Guest/Keynote Speaker</li><li>Type of audience of event where speech will be delivered</li><li>Date of event</li></ul>		To be provided by the requesting division
2) Written speech/es for client (1 hard copy)		ITDI/Technological Services Division/Information and Documentation Section/2 <sup>nd</sup> Floor, Metrology Bldg.



3) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD/IDS/2 <sup>nd</sup> Floor, Metrology Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit request for written speech either through letter or Email.	1.1 Receive request; and discuss details of request.	None	1 Hour	Section Head TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
	1.2 Work on speech request; and forward draft to client.	None	3 Days	Senior Science Research Specialist or Science Research Specialist II TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building, ITDI-DOST
2. Receive draft of speech for approval/printing.	2. If no further instructions received from client after three Days, speech material is considered approved.	None	3 Days	Senior Science Research Specialist or Science Research Specialist II TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building



				ITDI-DOST
3. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023).	3. Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive accomplished form.	None	10 Minutes	Science Research Specialist II TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>6 Days, 1 Hour and 10 Minutes</b>	





## 11. Technology, Services, and Events Promotion through Social Media

TSD-IDS offers promotion service, through ITDI's social media accounts, of technologies, services, or events organized/conducted by ITDI. Events may center on a news announcement, an anniversary, a news conference, or other planned events. Materials for promotion may be client-generated, such as text posts, digital photos or videos, and data. ITDI's Divisions may avail of this service.

<b>Office or Division:</b>	Technological Services Division (TSD) – Information and Documentation Section (IDS)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	ITDI Divisions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1) Letter of request specifying following (1 original copy): <ul style="list-style-type: none"> <li>• Technology, service, event to be promoted</li> <li>• Type of social media where material may be promoted, e.g. Facebook, YouTube, Instagram, and Twitter</li> </ul>		To be provided by the requesting division
2) Materials for promotion (1 softcopy, uploaded on FB page)		ITDI/Information and Documentation Section/2 <sup>nd</sup> Floor, Metrology Bldg.



3) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD/IDS/2 <sup>nd</sup> Floor, Metrology Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit request for promotion either through letter or email.	1.1 Receive request; and discuss details of request.  1.2 Work on request; and provide copy of material to client for approval.	None	1 Hour  3 Days	Section Head TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST  Science Research Specialist II Science Research Specialist I Science Research Analyst Science Research Assistant TSD-IDS, 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
2. Receive draft of material for approval.	2. If no further instructions receive from client after one Day, material for promotion is considered	None	1 Day	Science Research Specialist II Science Research Specialist I TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building



	approved for uploading.			ITDI-DOST
3. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023)	3. Request requesting party to fill-out the Internal Customer Survey Form, and receive accomplished form.	None	10 Minutes	Science Research Specialist II TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>4 Days, 1 Hour and 10 Minutes</b>	



## 12. Video Production

TSD-IDS offers video production service or the process of producing video content. ITDI's Divisions may avail of this service.

<b>Office or Division:</b>	Technological Services Division (TSD) – Information and Documentation Section (IDS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	ITDI Divisions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1) Letter of request specifying following (1 original copy): <ul style="list-style-type: none"> <li>• Subject of video content</li> <li>• Type of desired video presentation, e.g., sales video presentation, investor pitch, employee training, informational video presentation, entertainment video presentation, or educational video presentation</li> <li>• Deadline</li> </ul>		Requesting Division
2) Storyboard (1 soft copy, 1 printed copy) and video presentation for client (1 soft copy)		ITDI/Technological Services Division/Information and Documentation Section/2 <sup>nd</sup> Floor, Metrology Bldg.



3) Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023) (1 original copy)		ITDI/TSD/IDS/2 <sup>nd</sup> Floor, Metrology Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit request either through letter or email.	1.1 Receive request; and discuss details of request.  1.2 Work on storyboard and video script; and forward draft of storyboard and video script to client.	None	1 Hour  7 Days	Science Research Specialist II TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST  Science Research Specialist II Science Research Specialist I TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
2. Receive draft of storyboard for approval/production.	2.1 If no further instructions receive from client after three Days, material/storyboard is considered approved for production.	None	2 Days	Science Research Specialist II Science Research Specialist I TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST



	2.2 Start production shoot; and submit first draft of video presentation.	None	7 Days	Science Research Specialist II Science Research Specialist I Science Research Analyst Science Research Assistant TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
3. Receive draft of video presentation for approval.	3.1 If no further instructions receive from client after three Days, video presentation is considered approved for release.	None	3 Days	Section Head TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
4. Fill-out the Internal Customer Satisfaction Survey Form (QMS-F2, Issue: April 2023).	4.1 Request requesting party to fill-out the Internal Customer Satisfaction Survey Form, and receive accomplished form.	None	10 Minutes	Science Research Specialist II TSD-IDS 2 <sup>nd</sup> Floor, Metrology Building ITDI-DOST
<b>TOTAL:</b>		<b>None</b>	<b>18 Days, 1 Hour and 10 Minutes</b>	



## **V. List of Services**

### **A. CHEMICALS AND ENERGY DIVISION**

#### **External and Internal Services**



## External Services

### 1. Provision of Energy Audit/Assessment (EA) Service

Detailed evaluation of an energy consuming facility/equipment; a tool for productivity improvement in industry and their competitiveness as well as environmental protection.

<b>Office or Division:</b>	Chemicals and Energy Division (CED) – Industrial Technology Development Institute	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	NGAs, SUCs, GOCCs, LGUs and other government entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of request (1 original)		Client
2. Reply / Conforme letter (1 original)		Industrial Technology Development Institute (ITDI) / Chemicals and Energy Division (CED) / Energy Section (ES) and/or Technological Services Division (TSD) / Business Development Section (BDS)





<ul style="list-style-type: none"><li>○ 3-in-1 Thermo Hygrometer</li><li>○ Metal Vane Thermo Anemometer</li><li>○ Sling Psychrometer</li><li>○ Electric Datalogger with Harmonics</li><li>○ Infrared Camera</li><li>○ Lightmeter, Nanostar</li><li>○ Laser Distance Meter</li></ul>		Industrial Technology Development Institute (ITDI) / Chemicals and Energy Division (CED) / Energy Section (ES)		
3. Energy audit/assessment report (1 original and 1 electronic)				
4. CED Client Satisfaction Measurement (CSM) Form (QMS-F2) (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of request addressed to the ITDI Director.	1.1 Receive letter of request and forward to the Chemicals and Energy Division.	None	20 Minutes	Director Metrology Bldg.
	1.2 Receive letter of request and forward to the Energy Section.	None	20 Minutes	OIC/Division Chief CED



	1.3 Prepare reply letter with terms and scope of EA.	None	30 Minutes	<i>Supervising Science Research Specialist</i> ES, CED
2. Check terms and scope of the EA.				
2.1 If terms and scope is acceptable to the client.	2.1 Conformance to request via letter or email.	None	2 Days (paused clock)	<i>Supervising Science Research Specialist</i> ES, CED
2.2 If terms and scope are not acceptable to the client.	2.2 Revise reply letter with terms and scope of the EA.	None	1 Day	<i>Science Research Specialist</i> / BDS, TSD Metrology Bldg.
3. Provide support during detailed EA.	3.1 Conduct detailed EA.	None	6 Days including travel time (paused-clock)	<i>Supervising Science Research Specialist</i> ES, CED
	3.2 Prepare the EA report.	None	15 Days (paused-clock)	<i>Supervising Science Research Specialist</i> ES, CED
4. Fill-out the CED Client Satisfaction Measurement (CSM) Form (QMS-F2) and give it to the assigned Researcher.	4.1 Give a copy of QMS-F2 and receive the duly accomplished form.	None	5 Minutes	<i>Supervising Science Research Specialist</i>  ES, CED
	4.2 Send hard copy (thru courier service)	None	1 Day	<i>Supervising Science Research Specialist</i> ES, CED



	and pdf file (thru email) of the EA Report to the client.			
<b>TOTAL:</b>		<b>None</b>	<b>25 Day/s, 1 Hour/s, 15 Minute/s</b>	

**Provision of Energy Audit/Assessment (EA) Service qualified for multi-stage processing.**

**Provision of Energy Audit/Assessment (EA) Service is covered under RA 11285, its IRR, and DOE Department Circular No. DC 2023-12-00234 (Guidelines on the Authorization of Energy Auditors Under the Government Energy Management Program (GEMP)).**

**Provision of Energy Audit/Assessment (EA) Service is for G2G (NGAs, SUCs, GOCCs, LGUs and other government entities) only and is covered under the DOE Letter dated 03 January 2023 with Subject Certification as Energy Auditor and with certificates: DOE-CEA-221200023, DOE-CEA-221200022, DOE-CEA-221200021, DOE-CEA-221200020.**

<b>CED SCHEDULE OF FEES AND CHARGES</b> As of January 2023	<b>Fee (PHP)</b>
<b>Energy Audit/Assessment (EA) Service</b>	<p>None</p> <p>For G2G (NGAs, SUCs, GOCCs, LGUs and other government entities) only and is covered under the DOE Letter dated 03 January 2023 with Subject Certification as Energy Auditor and certificates: DOE-CEA-221200023, DOE-CEA-221200022, DOE-CEA-221200021, DOE-CEA-221200020.</p>



## 2. Provision of R&D Technical Services thru Memorandum of Agreement (MOA)

Any assistance/services being provided to customers (i.e., individuals, industry/ business sectors, academe, non-government organizations, other government institutions/agencies covered by a Memorandum of Agreement - MOA). These include testing and analytical service, use of facilities and equipment, product/ process development and improvement, design/fabrication of equipment and facilities, consultancy, specialized training. These services are made available to provide technical support to different industry sectors, namely, food processing, packaging design, chemicals, energy, material science, environment and biotechnology.

<b>Office or Division:</b>	Chemicals and Energy Division (CED) – Industrial Technology Development Institute	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent (1 original)		Client
2. MOA (6 original)		ITDI/Planning and Management Information System Division (PMISD)



3. Order of payment (1 original)		Industrial Technology Development Institute / National Metrology Division / Financial Management Division (FMD) / Accounting Section		
4. Invoice (1 original)		Industrial Technology Development Institute / Administrative Division / Cashier's Office		
Accomplishment report/Terminal Report (1 original for client, 2 photocopies for Researcher/Section and Division concerned)		Industrial Technology Development Institute (ITDI) / Chemicals and Energy Division (CED)		
Customer Satisfaction Feedback Form QMS-F2 (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter of intent addressed to the ITDI Director.	1.1 Forward to concerned Division (R&D and PMISD).	None	20 Minutes	Director Metrology Bldg.
	1.2 Forward to concerned Section Head and staff	None	20 Minutes	OIC/Division Chief CED
	1.3 Schedule meeting.	None	20 minutes	Supervising Science Research Specialist CED



2. Attend a meeting.	2.1 Discuss terms and scope of research.	None	6 Hours (2 hours per meeting) (paused-clock)	<i>Supervising Science Research Specialist</i> CED
	2.2 Prepare proposal client for an alternative date.	None	10 Days (paused-clock)	<i>Supervising Science Research Specialist</i> CED
3.1 Check the proposal.	3.1 Prepare MOA.	None	5 Days (paused-clock)	<i>Supervising Science Research Specialist</i> CED
3.2 If the proposal is acceptable to the client.	3.2 Review MOA.	None	3 Days (paused-clock)	<i>Supervising Science Research Specialist</i> CED
3.3 If the proposal is not acceptable to the client.	3.3 Revise proposal.	None	5 Days (paused-clock)	<i>Supervising Science Research Specialist</i> CED
4. Sign MOA.	4. Sign MOA.	None	1 Hour	<i>Supervising Science Research Specialist</i> CED
5.1 No activity.	5.1 FMD staff will prepare the order of payment.	None	4 Minutes (eOP) 7 Minutes (manual)	<i>Administrative Assistant II</i> Accounting, FMD Metrology Bldg.



5.2 Pay the required fees.  Option 1: Pay to the Cashier Option 2: E-payment	5.2 ITDI Cashier will prepare and issue an invoice.	Fees vary depending on the scope of works and agreed MOA. Refer to 'CED Schedule of Fees and Charges as of December 2023' after the service specification table	5 Minutes	<i>Administrative Officer III</i> Cashier, ADM Metrology Bldg.
	5.3 Notarize MOA.	None	1 Day	<i>Administrative Aide II</i> Records, ADM Metrology Bldg.
6. Provide support during conduct of MOA. (Can be subjected to modification based on the scope and client's request.)	6. Concerned researcher conduct the service and write the accomplishment / terminal report.	None	132 Days (paused-clock)	<i>Supervising Science Research Specialist</i> CED
7. Return to Researcher concerned for the release of accomplishment/terminal report and product (if there is a product produced).	7. Issue accomplishment / terminal report and product (if there is a product produced).	None	5 Minutes	<i>Supervising Science Research Specialist</i> CED



8. Fill-out the CED Client Satisfaction Measurement (CSM) Form (QMS-F2) and give it to the assigned Researcher.  Depart the premises of ITDI.	8. Give a copy and receive the duly accomplished CED Client Satisfaction Measurement (CSM) Form (QMS-F2).	None	5 Minutes	<i>Supervising Science Research Specialist</i> CED
<b>TOTAL:</b>		<b>Fees vary depending on the scope of works and agreed MOA. Refer to 'CED Schedule of Fees and Charges as of December 2023' after the service specification table.</b>	<b>152 Day/s, 19 Minute/s (eOP)</b>  <b>152 Day/s, 22 Minute/s (manual)</b>	

**Provision of R&D technical services thru Memorandum of Agreement (MOA) qualified for multi-stage processing.**

**Provision of R&D technical services thru Memorandum of Agreement (MOA) is covered under Malacañan Palace AO No. 31 S 2012, ITDI AO No. 003 S 2015, ITDI AO No. 019 S 2019, and DOST AO No. 003 S 2021.**





## CED SCHEDULE OF FEES AND CHARGES

As of December 2023

	Fee (PHP)
<b>R&amp;D technical services thru Memorandum of Agreement (MOA)</b>	<p>Depends on the scope of works agreed upon</p> <p>PS per staff = rate per hour based on the position (including SALA and HP) x hrs. needed in conduct of service</p> <p>MOOE Indirect</p> <p>1. Depreciation Cost = Acquisition Cost ÷ # of yrs. (Estimated life span of the equipment) ÷ # of mo./yr ÷ # of days/mo. ÷ hrs/day x # of hrs. used</p> <p>2. Maintenance Cost = Acquisition Cost x Power Consumption (kW/hr) ÷ # of mo./yr ÷ # of days/mo. ÷ hrs/day x # of hrs. used</p> <p>3. Utilities = kW x hrs. used x consumption rate per kw/hr (charged from Meralco)</p> <p>4. Supplies = Actual Cost of supplies such as batteries, etc.</p> <p>MOOE Sub-total (Client Direct Cost, CDC) = (1+2+3+4)</p> <p>Direct = 15% x CDC</p> <p>ITDI Remittances = 12.5% x (CDC+ total PS)</p> <p>Total Cost = Sub-total MOOE+ ITDI Remittances</p>

**\*20% discount for students (basic education up to post-graduate), senior citizens, and persons with disabilities (PWDs).**



### 3. Provision of R&D Technical Services thru Standardized Fees

Any assistance/services being provided to customers (i.e., individuals, industry/ business sectors, academe, non-government organizations, other government institutions/agencies). These include testing and analytical service, use of facilities and equipment, product/process development and improvement, design/fabrication of equipment and facilities, consultancy, specialized training. These services are made available to provide technical support to different industry sectors, namely, food processing, packaging design, chemicals, energy, material science, environment and biotechnology.

<b>Office or Division:</b>	Chemicals and Energy Division (CED) – Industrial Technology Development Institute	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



<p>1. Prepare letter of request / Email (1 original / electronic copy)</p> <p><a href="mailto:ced@itdi.dost.gov.ph">ced@itdi.dost.gov.ph</a></p> <p>Or</p> <p>Appointment using the respective scheduling system/calendar of each section</p> <p>Pharmaceutical Section (PS): Frequently Asked Questions (FAQs): <a href="https://drive.google.com/file/d/1cjJ-Xvuc7P-T0CIKXnTeoKWAKB0Mj-x/view?usp=sharing">https://drive.google.com/file/d/1cjJ-Xvuc7P-T0CIKXnTeoKWAKB0Mj-x/view?usp=sharing</a></p> <p>Appointment: <a href="https://psappointments.timetap.com/">https://psappointments.timetap.com/</a></p> <p>Process Development Section (PDS) - Modular Multi-Industry Innovation Center (MMIC): <a href="https://forms.gle/Yqdmq8CPwwz7EQ6G9">https://forms.gle/Yqdmq8CPwwz7EQ6G9</a></p>	<p>Client</p>
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**Amount of Sample Requirements:**

- **Use of Hammermill Crusher**
  - **Sample, 80kg 20kg, dried, pre-crushed**
- **Use of furnace for Carbonization, Calcination or Ashing**
  - **Sample, 1kg**
- **Transesterification of Fixed Oil**
  - **Oil Sample, 1L**
- **UV-Vis Analysis**
  - **Sample, 50mL**
- **High grade silica from plant material**
  - **Sample plant material, 500g**
- **Preparation of activated carbon from plant material**
  - **Sample plant material, 500g**
- **Solvent extraction of fixed oil**
  - **Dried Sample, 1.0kg**
- **Preparation and grinding of plant material**
  - **Plant material, 3.0kg**
- **Preparation of concentrated crude plant extract**
  - ***Plant sample: fresh, 1.0 kg / dried, 300 g***
- **Extraction of essential oil**
  - **Plant material, fresh, 3.0kg**
- **Extraction of essential oil from elemi gum**
  - **elemi gum, 500g**
- **Agglomerator**
  - **Sample, 500grams**



- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>● <b>Blast Freezer V5 (small)</b><ul style="list-style-type: none"><li>○ Sample, 11kg</li></ul></li><li>● <b>Blast Freezer V10 (medium)</b><ul style="list-style-type: none"><li>○ Sample, 20kg</li></ul></li><li>● <b>Cabinet Dryer</b><ul style="list-style-type: none"><li>○ Sample, 60 to 70kg</li></ul></li><li>● <b>Colloid Mill</b><ul style="list-style-type: none"><li>○ Sample, 70 to 80kg</li></ul></li><li>● <b>Grater</b><ul style="list-style-type: none"><li>○ Sample, 120nuts (coconut)</li></ul></li><li>● <b>Hammer Mill</b><ul style="list-style-type: none"><li>○ Sample, 75 to 80kg</li></ul></li><li>● <b>Homogenizer</b><ul style="list-style-type: none"><li>○ Sample, 50 to 80kg</li></ul></li><li>● <b>Hydraulic press, manual</b><ul style="list-style-type: none"><li>○ Sample, 2-3kg</li></ul></li><li>● <b>Jacketed Kettle</b><ul style="list-style-type: none"><li>○ Sample, 75 to 80Liters</li></ul></li><li>● <b>Moisture Analyzer</b><ul style="list-style-type: none"><li>○ Sample, 30g</li></ul></li><li>● <b>Oil Expeller</b><ul style="list-style-type: none"><li>○ Sample, 20 to 40kg</li></ul></li><li>● <b>Pressure Filter</b><ul style="list-style-type: none"><li>○ Sample, 20 to 30Liters</li></ul></li><li>● <b>Ram Press</b><ul style="list-style-type: none"><li>○ Sample, 500grams to 1kg</li></ul></li><li>● <b>Retort</b></li></ul> |  |
|---|--|



<ul style="list-style-type: none"> <li>○ <b>Sample, 279pouches</b></li> <li>● <b>Ribbon Mixer</b> <ul style="list-style-type: none"> <li>○ <b>Sample, 75 to 80kg</b></li> </ul> </li> <li>● <b>Screw Press</b> <ul style="list-style-type: none"> <li>○ <b>Sample, 75 to 80kg</b></li> </ul> </li> <li>● <b>Slicer</b> <ul style="list-style-type: none"> <li>○ <b>Sample, 20 to 30kg (coconut meat pieces)</b></li> </ul> </li> <li>● <b>Tableting Machine</b> <ul style="list-style-type: none"> <li>○ <b>Sample, 1.8kg (for 500mg tablets)</b></li> </ul> </li> <li>● <b>V-Blender</b> <ul style="list-style-type: none"> <li>○ <b>Sample, 75 to 80kg</b></li> </ul> </li> <li>● <b>Vacuum Dryer</b> <ul style="list-style-type: none"> <li>○ <b>Sample, 20Liters</b></li> </ul> </li> </ul>	
2. Request for Technical Service Form, ITDI-F2 (4 original)	Industrial Technology Development Institute (ITDI) / Chemicals and Energy Division (CED)
3. Order of Payment (1 original), if necessary	Industrial Technology Development Institute / National Metrology Division / Financial Management Division (FMD) / Accounting Section
4. Invoice (1 original), if necessary	Industrial Technology Development Institute / Administrative Division / Cashier's Office
5. Technical Service Report (1 original for client, 2 photocopies for Researcher / Section and Division concerned)	Industrial Technology Development Institute (ITDI) / Chemicals and Energy Division (CED)



6. Client Satisfaction Measurement (CSM) Form (QMS-F2) (1 original)		Industrial Technology Development Institute (ITDI) / Chemicals and Energy Division (CED)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire and fill-out information in Technical Service Information System.	1.1 Assist client on their inquiry and filling out the information in the Technical Service Information System.	None	30 Minutes	Chief Science Research Specialist CED
	1.2 Review entry, fill-out additional information in Technical Service Information System and print Technical Service Request Form, ITDI-F2.	None	10 Minutes	Chief Science Research Specialist CED
	1.3 Researcher concerned will sign the Technical Service Request Form, ITDI-F2.	None	5 Minutes	Chief Science Research Specialist CED
	1.4 Division Chief / OIC / Section Head will	None	5 Minutes	Chief Science Research Specialist CED



	sign the Technical Service Request Form, ITDI-F2.			
2.1 No activity.	2.1 FMD staff will prepare the order of payment.	None	4 Minutes (eOP) 7 Minutes (manual)	<i>Administrative Assistant II</i> Financial Management Division, Metrology Building
2.2. Pay the required fees.  Option 1: Pay to the Cashier Option 2: E-payment	2.2 ITDI Cashier will validate the TSR form, take a copy and issue an invoice.	Fees vary depending on the Technical Service availed. Refer to 'CED Schedule of Fees and Charges as of December 2023' after the service specification table and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees</a> .	5 Minutes	<i>Administrative Officer III,</i> Cashier's Office, Metrology Building
3. Depart the premises of ITDI.	3. CED Staff will retrieve the Technical Service Request Form, ITDI-F2, from the	None	10 Days (paused clock)	<i>Supervising Science Research Specialist</i> CED





	Cashier; conduct the Technical Service and write the Technical Service Report.			
4. Return to Researcher concerned for the release of Technical Service Report. and product (if there is a product produced).	4. Issue Technical Service Report. and product (if there is a product produced).	None	5 Minutes	<i>Supervising Science Research Specialist</i> CED
5. Fill-out the CED Client Satisfaction Measurement (CSM) Form (QMS-F2) and give it to the assigned Researcher.  Depart the premises of ITDI.	5. Give a copy and receive the duly accomplished CED Client Satisfaction Measurement (CSM) Form (QMS-F2).	None	5 Minutes	<i>Supervising Science Research Specialist</i> CED
<b>TOTAL:</b>		<b>Fees vary depending on the Technical Service availed. Refer to 'CED Schedule of Fees and Charges as of December 2023' after the service</b>	<b>10 Day/s, 1 Hour/s, 14 Minute/s (eOP)</b>  <b>10 Day/s, 1 Hour/s, 17 Minute/s (manual)</b>	



	<b>specification table and  <a href="https://www.itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/ced-standardized-fees">https://www.itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/ced-standardized-fees</a></b>		
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REQUIREMENTS	DETAILS
<b>Sample for Use of Hammermill Crusher</b>	<b>20kg, dried, pre-crushed</b>
<b>Sample for Use of furnace for Carbonization, Calcination or Ashing</b>	<b>1kg, dried</b>
<b>Sample for Transesterification of Fixed Oil</b>	<b>1L oil</b>
<b>Sample for UV-Vis Analysis</b>	<b>50mL</b>
<b>Sample for High grade silica from plant material</b>	<b>500g plant material, dried</b>



<b>Sample for Preparation of activated carbon from plant material</b>	<b>500g plant material, dried</b>
<b>Sample for Solvent extraction of fixed oil</b>	<b>1kg, dried</b>
<b>Sample for Preparation and grinding of plant material</b>	<b>3kg plant material, dried</b>
<b>Sample for Preparation of concentrated crude plant extract</b>	<b>Plant sample: fresh, 1kg / dried, 300g</b>
<b>Sample for Extraction of essential oil</b>	<b>3kg plant material, fresh</b>
<b>Sample for Extraction of essential oil from elemi gum</b>	<b>500g, elemi gum</b>
<b>Sample for Agglomerator</b>	<b>500grams, dried</b>
<b>Sample for Blast Freezer V5 (small)</b>	<b>11kg</b>
<b>Sample for Blast Freezer V10 (medium)</b>	<b>20kg</b>



<b>Sample for Cabinet Dryer</b>	<b>60 to 70kg</b>
<b>Sample for Colloid Mill</b>	<b>70 to 80kg</b>
<b>Sample for Grater</b>	<b>120nuts (coconut)</b>
<b>Sample for Hammer Mill</b>	<b>75 to 80kg</b>
<b>Sample for Homogenizer</b>	<b>50 to 80kg</b>
<b>Sample for Hydraulic press, manual</b>	<b>2-3kg</b>
<b>Sample for Jacketed Kettle</b>	<b>75 to 80Liters</b>
<b>Sample for Moisture Analyzer</b>	<b>30g</b>
<b>Sample for Oil Expeller</b>	<b>20 to 40kg</b>



<b>Sample for Pressure Filter</b>	<b>20 to 30Liters</b>
<b>Sample for Ram Press</b>	<b>500grams to 1kg</b>
<b>Sample for Retort</b>	<b>279pouches</b>
<b>Sample for Ribbon Mixer</b>	<b>75 to 80kg</b>
<b>Sample for Screw Press</b>	<b>75 to 80kg</b>
<b>Sample for Slicer</b>	<b>20 to 30kg (coconut meat pieces)</b>
<b>Sample for Tableting Machine</b>	<b>1.8kg (for 500mg tablets)</b>
<b>Sample for V-Blender</b>	<b>75 to 80kg</b>
<b>Sample for Vacuum Dryer</b>	<b>20Liters</b>



## CED SCHEDULE OF FEES AND CHARGES

As of December 2023

### Energy Section

R&D Technical Services	R&D TS Fee (PHP)
Use of furnace for carbonization, calcination or ashing	856.00
Use of hammermill crusher	449.00

**\*20% discount for students** (basic education up to post-graduate), **senior citizens**, and **persons with disabilities (PWDs)**.

### Industrial Chemicals Section

R&D Technical Services (TS)	R&D TS Fee (PHP)
High grade silica from plant material	1,771.00
Preparation of activated carbon from plant material	1,832.00



Solvent extraction of fixed oil	894.00
Transesterification of fixed oil	1,162.00
UV-Vis Analysis	2,241.00

**\*20% discount for students** (basic education up to post-graduate), **senior citizens**, and **persons with disabilities (PWDs)**.

#### Pharmaceutical Section

R&D Technical Services (TS)	R&D TS Fee (PHP)
Extraction of essential oil	1,945.00
Extraction of essential oil from elemi gum	1,863.00
Preparation and grinding of plant material	941.00



Preparation of concentrated crude plant extract	1,262.00
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**\*20% discount for students** (basic education up to post-graduate), **senior citizens**, and **persons with disabilities (PWDs)**.

### Modular Multi-Industry Innovation Center (MMIC)

R&D Technical Services (TS)	R&D TS Fee (PHP)
Agglomerator	6,057.00
Blast Freezer V5 (small)	1,377.00
Blast Freezer V10 (medium)	1,974.00
Cabinet Dryer	3,285.00
Colloid Mill	1,339.00
Grater	796.00
Hammer Mill	1,819.00
Homogenizer	2,757.00





Hydraulic Press, manual	1,875.00
Jacketed Kettle	2,254.00
Moisture Analyzer	1,919.00
Oil Expeller	2,775.00
Pressure Filter	1,489.00
Ram Press	1,816.00
Retort	4,772.00
Ribbon Mixer	2,288.00
Screw Press	1,899.00
Slicer	961.00
Tableting Machine	1,369.00
V-Blender	1,942.00
Vacuum Dryer	988.00

**\*20% discount for students** (basic education up to post-graduate), **senior citizens**, and **persons with disabilities (PWDs)**.



## Internal Service

### 1. Use of Facility/Equipment

Any assistance/services being provided to customers (i.e. use of facilities and equipment). These services are made available to provide technical support to the R&D and testing activities of other ITDI Divisions.

<b>Office or Division:</b>	Chemicals and Energy Division (CED) – Industrial Technology Development Institute	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	ITDI employee or official	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for use of facility / equipment form (1 original)		Industrial Technology Development Institute (ITDI) / Chemicals and Energy Division (CED) / Office of the Chief (OC)
2. Sample		Client



3. Client Satisfaction Measurement (CSM) Form (QMS-F2). (1 original)		Industrial Technology Development Institute (ITDI) / Chemicals and Energy Division (CED) / Office of the Chief (OC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request for use of facility/ equipment form.	1.1 Give a copy of request for use of facility/equipment form to client.	None	20 Minutes	<i>Supervising Science Research Specialist</i> CED Office of the Chief
	1.2 Division Chief/ OIC/Section Head will sign duly accomplished requests for use of facility/equipment form.	None	10 Minutes	<i>Supervising Science Research Specialist</i> CED Office of the Chief
	1.3 Forward duly accomplished request for use of facility/equipment form to Section concerned.	None	10 Minutes	<i>Supervising Science Research Specialist</i> CED Office of the Chief
	1.4 Section concerned will receive the duly	None	10 Minutes	<i>Supervising Science Research Specialist</i> CED Office of the Chief



	accomplished request for use of facility/equipment form and check availability of facility/ equipment.			
2. Clients will use the facility/equipment.	2. Concerned researchers will assist the client.	None	1 Day	<i>Supervising Science Research Specialist</i> CED Office of the Chief
3. Fill-out the CED Client Satisfaction Measurement (CSM) Form (QMS-F2) and give it to assign Researcher.	3. Give a copy and receive the duly accomplished CED Client Satisfaction Measurement (CSM) Form (QMS-F2) .	None	5 Minutes	<i>Supervising Science Research Specialist</i> CED Office of the Chief
<b>TOTAL:</b>		<b>None</b>	<b>1 Day/s, 55 Minute/s</b>	

## **V. List of Services**

### **B. ENVIRONMENT AND BIOTECHNOLOGY DIVISION**

#### **External Service**



## External Service

### 1. Environmental Technology Verification (ETV)

Environmental technology verification (ETV) is the establishment or validation of environmental technology performance by qualified third parties based on test data generated through testing using established protocols or specific requirements. Data presented in an ETV report are believed to be accurate and the analyses credible. The statements made regarding the technology evaluated do not, however, amount to an endorsement or approval of the technology in general or for any particular application nor warranty to the performance of the technology.

<b>Office or Division:</b>	Cleaner Production Section (CPS), Environment and Biotechnology Division (EBD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	Owners of innovative environmental technologies that are at least commercially ready and /or their authorized representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1) ETV Application Form (1 original, 4 photocopies) <i>*ETV Application Form must be properly and completely filled-up with the required supporting documents as applicable (i.e. patent, authorization letter, etc.)</i>		ITDI/EBD Building/CPS Office (1st floor) and/or through email request at <a href="mailto:etv@itdi.dost.gov.ph">etv@itdi.dost.gov.ph</a>
2) Order of Payment (1 original)		ITDI/Metrology Building/Accounting Section (2 <sup>nd</sup> floor)



3) Invoice (1 original)		ITDI/Metrology Building/Cashier's Office (2 <sup>nd</sup> floor)		
4) Non-Disclosure Agreement Form (2 original)		ITDI/EBD Building/CPS Office (1st floor)		
5) Conforme Letter (2 original)		ITDI/EBD Building/CPS Office (1st floor)		
6) ETV Test Plan (2 original)		ITDI/EBD Building/CPS Office (1st floor)		
7) ETV Report and Statement (2 original)		ITDI/EBD Building/CPS Office (1st floor)		
8) ETV Transmittal Letter for Test Plan (2 original)		ITDI/EBD Building/CPS Office (1st floor)		
9) ETV Transmittal Letter for ETV Report and Statement (2 original)		ITDI/EBD Building/CPS Office (1st floor)		
10) Customer Satisfaction Measurement Form (QMS-F2) (1 original)		ITDI/EBD Building/CPS Office (1st floor)		
CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stage 1 – ETV Application to 1 <sup>st</sup> Technical Meeting				
1. Submit accomplished ETV application form (4 original)	1.1 Procedural review of accomplished ETV application forms.	None	20 minutes	<i>Technical Staff (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)



	1.2 Substantial/ technical review of accomplished ETV application forms.	None	5 days (paused -clock)	<i>Technical Staff (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)
	1.3 If the application is valid, assign ETV reference number (ETV YY-XXX) and advise the customer to pay required fees.	None	5 minutes	<i>Assigned ETV Task Coordinator (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)
2. Pay ETV Application Fee	2.1 Issuance of Order of Payment	ETV Fee – PHP 8,500.00	4 minutes (eOP)/ 7 minutes (manual)	<i>Administrative Assistant II Accounting Section</i>
	2.2 Issuance of Invoice (1 original)	None	5 minutes	<i>Administrative Officer III ADM – Cashier 2<sup>nd</sup> Flr. Metrology Building</i>
	2.3 Photocopy invoice (1 copy)	None	2 minutes	<i>Assigned ETV Task Coordinator (Supervising Science Research</i>





				<i>Specialist to Science Research Analyst)</i> Cleaner Production Section Office (1st floor)
<b>3. Customer presents technology claims at ETV Panel Meeting</b>	<b>3.1 Form ETV Panel of Experts</b>	None	14 days (paused-clock)	<i>ETV Task Coordinator (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)
	<b>3.2 Inform customer of schedule and venue of meeting</b>	None	5 minutes	<i>ETV Task Coordinator (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)
	<b>3.3 Sign non-disclosure agreement form (2 original)</b>	None	5 minutes	<i>ETV Panel of Experts (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)



	3.4 Conduct ETV Panel Meeting	None	3 hours	<i>ETV Panel of Experts (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)
	<b>Sub-total</b>	<b>ETV Fee - PHP 8,500.00</b>	<b>19 days, 3 hours, and 46 minutes (eOP)</b>  <b>19 days, 3 hours, and 49 minutes (manual OP)</b>	
Stage 2 – ETV Test Plan Preparation				
4. Customer submits documents/data identified in the ETV Panel Meeting	Prepare and finalize ETV Test Plan and conforme letter (2 original) upon submission of all documents/data by the customer.	None	20 days (paused-clock) <i>(Note: This is upon receipt of all required documents/data previously identified in the Panel Meeting)</i>	<i>ETV Panel of Experts (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)
	<b>Sub-total</b>	<b>None</b>	<b>20 days</b>	



Stage 3 – Approval of ETV Test Plan (TP) and TP Implementation				
<b>5.</b> Customer secures ETV Test Plan, accomplishes Form QMS -F2 (1 original) and decides to proceed or not with implementation.	5.1 Approve TP and sign Conformance Letter and Transmittal Letter	None	3 days (paused-clock)	<i>Technical Staff (Supervising Science Research Specialist to Science Research Analyst), Division Chief and Director</i>  Cleaner Production Section Office (1st floor); EBD Office of the Chief; ITDI Office of the Director
	5.2 Release ETV Test Plan and provide the customer with QMS-F2 Form (1 original).	None	5 minutes	<i>Technical Staff (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)
	5.3 If the customer decides to proceed, schedule ETV Test Plan Implementation.	None	5 days (paused-clock)	<i>ETV Task Coordinator (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)
<b>6.</b> Customer provides logistical support to the ETV Test Plan Implementation	6.1 Oversee ETV Test Plan Implementation	None (Payment for the analyses of parameters)	5 days (paused-clock) (Time does not include the	<i>ETV Panel of Experts (Supervising Science Research Specialist to Science Research Analyst)</i>



		<i>identified in the ETV Test Plan is paid directly to the third party laboratory)</i>	<i>actual testing conducted by third-party)</i>	Cleaner Production Section Office (1st floor)
	<b>Sub-total</b>	<b>None</b>	<b>13 days and 5 minutes</b>	
<b>Stage 4 – ETV Report and Statement Preparation</b>				
<b>7.</b> Customer ensures that all laboratory results and necessary documents are sent/submitted to ITDI (ETV Group)	Prepare ETV Statement and Report (2 original).	None	20 days (paused-clock) (Note: This is upon receipt of test results from third-party laboratory)	<i>ETV Panel of Experts (Supervising Science Research Specialist to Science Research Analyst)</i>  Cleaner Production Section Office (1st floor)
	<b>Sub-total</b>	<b>None</b>	<b>20 days</b>	
<b>Stage 5 – Approval of ETV Report and Statement</b>				
<b>8.</b> Customer secures ETV Statement and Report and accomplishes Customer Satisfaction Measurement Form (QMS-F2) (1 original).	8.1 Approve ETV Report and/or ETV Statement with dry sealing (2 original) and sign transmittal letter (2 original)	None	3 days (paused-clock)	<i>Technical Staff (Supervising Science Research Specialist to Science Research Analyst), Division Chief, and Director</i>  Cleaner Production Section Office (1st floor); EBD Office of the Chief; ITDI Office of the Director



	8.2 Release ETV Report and/or Statement and provide the customer with Customer Satisfaction Measurement Form (QMS-F2) (1 original).	None	5 minutes	CPS Staff (Supervising Science Research Specialist to Science Research Analyst)  Cleaner Production Section Office (1st floor)
	<b>Sub-total</b>	<b>None</b>	<b>3 days and 5 minutes</b>	
<b>TOTAL:</b>		<b>Test Fee - PHP8,500.00</b>	<b>75 days, 3 hours, and 56 minutes (eOP)</b>  <b>75 days, 3 hours, and 59 minutes (manual OP)</b>	

*ETV is qualified for Multi-stage Processing*

**Notes:**

- \* Based on DENR-DOST Joint Administrative Order 2006 - 01
- \* Only includes processing time within ITDI, actual time may vary depending on submission of necessary documents from customer and lab reports from laboratories



## Environment and Biotechnology Division

### Line-Item-Budget for ETV

<b>I. Personnel Services (PS)</b>	<b>PHP 4,000.00</b>
<i>Honoraria</i>	
2 Technical Panel Members (P1000/mtg-mem x 2 mtgs x 2 mem)	4,000.00
<b>II. Maintenance, Operating and other Expenses (MOOE)</b>	<b>PHP 2,800.00</b>
2 Meeting Expenses (@ P500/mtg)	1,000.00
Communication & Transportation Expenses	500.00
Supplies and Materials	550.00
Utilities	750.00
<b>III. Administrative Cost (25% of PS + MOOE)</b>	<b>PHP 1,700.00</b>
<b>TOTAL</b>	<b>PHP 8,500.00</b>



## **V. List of Services**

### **C. FOOD PROCESSING DIVISION**

#### **External Services**



## External Services

### 1. Color Determination

Color measurement of food products has been used as an indirect measure of other quality attributes such as flavor and contents of pigments because it is simpler, faster and correlates well with other physicochemical properties.

Color may be determined using a simple color chart where foods are visually matched against a target color, or by instrumentation. In this lab, we will be using instrumentation using a colorimeter. The device provides a more objective measure compared to the color chart method. Using a colorimeter, color is reported in  $L^*$ ,  $a^*$  and  $b^*$  values.

<b>Office or Division:</b>	Food Processing Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of Intent (1 original)		Client
2) Sample (approx. 50 grams per sample)		Client
3) Request for Technical Service form, ITDI-F2 (3 original printed copies) via Technical Service Information System (TSIS)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
4) Order of Payment (1 original)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Accounting Section
5) Invoice (1 original, 1 photocopy)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Cashier Section

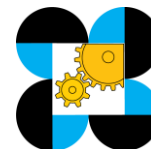




6) Accomplishment report (1 original, 2 photocopies)		ITDI/Food Processing Division (FPD)/Visitor's Lounge		
7) External/Internal Customer Satisfaction Measurement form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD)/Visitor's Lounge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (sample specifications shall be discussed during inquiry).	1.1 Assist client on their inquiry.	None	20 Minutes	SRS II, SRA FPD – Product Development Section
2. Submit <i>Letter of Intent</i> with client's contact details addressed to ITDI Director.  For student, letter must include school logo and duly signed by adviser/teacher.	2.1 Reply confirmation for receiving the letter and forward to researcher and section head concerned.	None	5 Minutes	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
3. Provide schedule confirmation for conduct of service.	3.1 Check available schedule and confirm scheduled date to client.	None	1 Day (paused-clock)	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
	3.2 Conduct preparations/facility maintenance for the service requested.	None		Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
4. Fill-out customer section on ITDI-F2 via	4. Give a copy of ITDI-F2 to client.	None	2 Minutes	SRS II, SRA, Sc. Aide FPD



Technical Service Information System.				
5. Submit duly accomplished ITDI-F2 to Researcher concerned for.	<p>5.1 Review / Check entries in the accomplished form, researcher shall affix signature before the Division Chief / OIC signs.</p> <p>5.2 Processing of order of payment at Accounting</p>	<p>None</p> <p>None</p>	<p>2 Minutes</p> <p>4 Minutes (eOP) 7 Minutes (manual)</p>	<p><i>SRS II</i> <i>SRA, Section Head,</i> <i>SRS I, Sc.Aide FPD</i> <i>Chief/OIC</i> <i>FPD – Office of the Chief</i></p> <p><i>Administrative Officer II</i> <i>Accounting Section</i></p>
6. Pay the required fees	6. Issuance of invoice.	Regular Rate: PHP 1,122.00 Student Rate: PHP 898.00	5 Minutes	<i>Administrative Officer III -</i> <i>Cashier</i>
7. Present invoice and ITDI-F2 to researcher and submit sample to Researcher concerned	<p>7.1 Photocopy invoice and ITDI-F2 and receive sample</p> <p>7.2 Concerned researcher conduct service</p>	<p>None</p> <p>None</p>	<p>2 days (paused-clock)</p>	<p><i>SRS I, Sc. Aide</i> <i>FPD</i></p> <p><i>SRS II, SRA</i> <i>FPD – Product</i> <i>Development Section</i></p>
8. Return to Researcher concerned for the release of accomplishment report and product (if there is a product produced)	8. Issue accomplishment report and product (if there is a product produced)	None	5 Minutes	<i>SRS II, SRA, Sc. Aide</i> <i>FPD</i>



9. Fill-out QMS-F2 rev.2.	9.1 Receive the duly accomplished QMS-F2 rev.2.	None	2 Minutes	SRS II, SRA, Sc. Aide FPD
TOTAL:		Regular Rate: PHP 1,122.00 Student Rate: PHP 898.00	eOP: 3 Days, and 45 Minutes (with paused- clock)  Manual: 3 Days, and 48 Minutes (with paused- clock)	



## 2. Moisture Analysis

The moisture content is determined by measuring the mass of a food before and after the water is removed by evaporation.

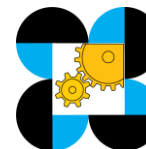
<b>Office or Division:</b>	Food Processing Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of Intent (1 original)		Client
2) Sample (approx. 50 grams per sample)		Client
3) Request for Technical Service form, ITDI-F2 (3 original printed copies) via Technical Service Information System (TSIS)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
4) Order of Payment (1 original)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Accounting Section
5) Invoice (1 original, 1 photocopy)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Cashier Section
6) Accomplishment report (1 original, 2 photocopies)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
7) External/Internal Customer Satisfaction Measurement Form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD)/Visitor's Lounge



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (sample specifications shall be discussed during inquiry).	1.1 Assist client on their inquiry.	None	20 Minutes	SRS II, SRA FPD – Product Development Section
2. Submit <i>Letter of Intent</i> with client's contact details addressed to ITDI Director.  For student, letter must include school logo and duly signed by adviser/teacher.	2.1 Reply confirmation for receiving the letter and forward to researcher and section head concerned.	None	5 Minutes	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
3. Provide schedule confirmation for conduct of service.	3.1 Check available schedule and confirm scheduled date to client.  3.2 Conduct preparations/facility maintenance for the service requested.	None  None	1 Day (paused-clock)	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section  Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
4. Fill-out customer section on ITDI-F2 via Technical Service Information System (TSIS).	4.1 Give a copy of ITDI-F2 to client.	None	2 Minutes	SRS II, SRA, Sc. Aide FPD



5. Submit duly accomplished ITDI-F2 to Researcher concerned for.	5.1 Review / Check entries in the accomplished form, researcher shall affix signature before the Division Chief / OIC signs.	None	2 Minutes	<i>SRS II SRA, Section Head, SRS I, Sc.Aide FPD Chief/OIC FPD – Office of the Chief</i>
	5.2 Processing of order of payment at Accounting	None	4 Minutes (eOP) 7 Minutes (manual)	<i>Administrative Officer II Accounting Section</i>
6. Pay the required fees.	6.1 Issuance of invoice.	Regular Rate: PHP 414.00 Student Rate: PHP 331.00	5 Minutes	<i>Administrative Officer III - Cashier</i>
7. Present invoice and ITDI-F2 to researcher and submit sample to Researcher concerned.	7.1 Photocopy invoice and ITDI-F2 and receive sample.	None	2 Days (paused-clock)	<i>Sc. Aide FPD</i>
	Concerned researcher conduct service.	None		<i>SRS II, SRA FPD – Product Development Section</i>
8. Return to Researcher concerned for the release of accomplishment report and product (if there is a product produced).	8.1 Issue accomplishment report and product (if there is a product produced).	None	5 Minutes	<i>SRS II, SRA, Sc. Aide FPD</i>
9. Fill-out QMS-F2 rev.2.	9.1 Receive the duly accomplished QMS-F2 rev.2.	None	2 Minutes	<i>SRS II, SRA, Sc. Aide FPD</i>



<b>TOTAL:</b>	<b>Regular Rate: PHP 414.00 Student Rate: PHP 331.00</b>	<b>eOP: 3 Days, and 45 Minutes (with paused- clock) Manual: 3 Days, and 48 Minutes (with paused- clock)</b>	
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### 3. Sensory Evaluation – Preference Ranking

In preference ranking, the consumers (or untrained sensory panelists) are asked to rank food products sample(s) in either descending or ascending order of preference or liking. Sensory panelists are usually not allowed to have ties in the ranking of food product sample(s) being evaluated; thus, this method is usually a forced choice.

<b>Office or Division:</b>	Food Processing Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of intent (1 original)		Client
2) Sample (500grams/product)		Client
3) Request for Technical Service form, ITDI-F2 (1 original, 3 photocopies)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
4) Order of payment (1 original)		ITDI/2 <sup>nd</sup> floor NML Bldg./Accounting Section
5) Invoice (1 original, 1 photocopy for FPD)		ITDI/2 <sup>nd</sup> floor NML Bldg./Cashier
6) Accomplishment report (1 original for client, 2 photocopies for Researcher/Section and Division concerned)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
7) Customer satisfaction Measurement form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD)/Visitor's Lounge

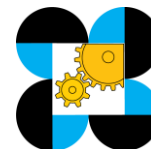




CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (sample specifications shall be discussed during inquiry).	1.1 Assist client on their inquiry.	None	20 Minutes	SRS II, SRA FPD – Product Development Section
2. Submit <i>Letter of Intent</i> with client's contact details addressed to ITDI Director.  For student, letter must include school logo and duly signed by adviser/teacher.	2.1 Reply confirmation for receiving the letter and forward to researcher and section head concerned.	None	5 Minutes	SrSRS, SRS II, SRS I, SRA FPD – Product Development Section
3. Provide schedule confirmation for conduct of service	3.1 Check available schedule for the submission of client's samples.	None	1 Day (paused-clock)	SrSRS, SRS II, SRS I, SRA FPD – Product Development Section
4. Fill-out customer section on ITDI-F2.	4.1 Give a copy of ITDI-F2 to client.	None	2 Minutes	SRS II SRA, Sc.Aide FPD
5. Submit duly accomplished ITDI-F2 to Researcher concerned for .	5.1 Receive the duly accomplished ITDI-F2.	None	2 Minutes	SRS II SRA, Sc.Aide FPD
	5.2 Check entry and fill-out ITDI section in ITDI-F2.	None		SRS II SRA, Sc.Aide FPD
	5.3 Researcher concerned will sign ITDI-F2 including	None		SRS II SRA, Sc.Aide FPD



	agreed schedule of service.			
	5.4 Division Chief/OIC/Section Head will sign ITDI-F2.	None		Chief/OIC, Section Head, SRS I, Sc.Aide FPD
	5.5 Control numbering at FPD – OC.	None		SRS I, Sc.Aide FPD – Office of the Chief
	5.6 Processing of order of payment at Accounting.	None	4 Minutes (eOP) 7 Minutes (manual)	Administrative Officer II Accounting Section
6. Pay the required fees.	6.1 Issuance of invoice.	Regular Rate: PHP10,905 Student Rate: PHP9,020	5 Minutes	Administrative Officer III - Cashier
7. Present invoice and ITDI-F2 to researcher and submit sample to Researcher concerned.	7. 1 Photocopy invoice and ITDI-F2 (4 copies) and receive sample  Concerned researcher conduct service.	None  None	2 Days (paused-clock)	SRS I, Sc.Aide FPD – Office of the Chief  SRS II, SRA FPD – Product Development Section
8. Return to Researcher concerned for the release of accomplishment report and product	8.1 Issue accomplishment report and product (if there is a product produced).	None	5 Minutes	SRS II, SRA FPD – Product Development Section



(if there is a product produced).				
9. Fill-out QMS-F2 rev.2	9.1 Receive the duly accomplished QMS-F2 rev.2	None	2 Minutes	<i>SRS // SRA, Sc.Aide FPD</i>
<b>TOTAL:</b>		<b>Regular Rate PHP1,900 Student Rate PHP1,520</b>	<b>eOP: 3 Days, and 45 Minutes (with paused- clock) Manual: 3 Days, and 48 Minutes (with paused- clock)</b>	



#### 4. Shelf-Life Validation (Comparative Evaluation of Retained Samples-MC, $a_w$ at CMC)

This type of shelf life analysis is conducted for products with retained samples. Different age (0 to target end of shelf life, at least 4 points) of products will be evaluated using the same parameters and the shelf life will be estimated based on these results. The assumption is that each batch underwent same process of preparations.

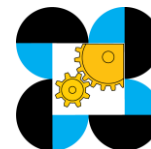
<b>Office or Division:</b>	Food Processing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of intent (1 original)		Client
2) Sample (500grams/product)		Client
3) Request for Technical Service form, ITDI-F2 (1 original, 3 photocopies)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
4) Order of payment (1 original)		ITDI/2 <sup>nd</sup> floor NML Bldg./Accounting Section
5) Invoice (1 original, 1 photocopy for FPD)		ITDI/2 <sup>nd</sup> floor NML Bldg./Cashier
6) Accomplishment report (1 original for client, 2 photocopies for Researcher/Section and Division concerned)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
7) Customer satisfaction Measurement form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD)/Visitor's Lounge



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Inquiry (sample specifications shall be discussed during inquiry).	1.1 Assist client on their inquiry.	None	20 Minutes	SRS II, SRA FPD – Product Development Section
11. Submit <i>Letter of Intent</i> with client's contact details addressed to ITDI Director.  For student, letter must include school logo and duly signed by adviser/teacher.	2.1 Reply confirmation for receiving the letter and forward to researcher and section head concerned.	None	5 Minutes	SrSRS, SRS II, SRS I, SRA FPD – Product Development Section
12. Provide schedule confirmation for conduct of service	3.1 Check available schedule for the submission of client's samples.	None	1 Day (paused-clock)	SrSRS, SRS II, SRS I, SRA FPD – Product Development Section
13. Fill-out customer section on ITDI-F2.	4.1 Give a copy of ITDI-F2 to client.	None	2 Minutes	SRS II SRA, Sc.Aide FPD
14. Submit duly accomplished ITDI-F2 to Researcher concerned for .	5.1 Receive the duly accomplished ITDI-F2.	None	2 Minutes	SRS II SRA, Sc.Aide FPD
	5.2 Check entry and fill-out ITDI section in ITDI-F2.	None		SRS II SRA, Sc.Aide FPD
	5.3 Researcher concerned will sign ITDI-F2 including	None		SRS II SRA, Sc.Aide FPD



	agreed schedule of service.			
	5.4 Division Chief/OIC/Section Head will sign ITDI-F2.	None		Chief/OIC, Section Head, SRS I, Sc.Aide FPD
	5.5 Control numbering at FPD – OC.	None		SRS I, Sc.Aide FPD – Office of the Chief
	5.6 Processing of order of payment at Accounting.	None	4 Minutes (eOP) 7 Minutes (manual)	Administrative Officer II Accounting Section
15. Pay the required fees.	6.1 Issuance of invoice.	Regular Rate: PHP10,905 Student Rate: PHP9,020	5 Minutes	Administrative Officer III - Cashier
16. Present invoice and ITDI-F2 to researcher and submit sample to Researcher concerned.	7. 1 Photocopy invoice and ITDI-F2 (4 copies) and receive sample  Concerned researcher conduct service.	None  None	66 Days (paused-clock)	SRS I, Sc.Aide FPD – Office of the Chief  SRS II, SRA FPD – Product Development Section
17. Return to Researcher concerned for the release of accomplishment report and product	8.1 Issue accomplishment report and product (if there is a product produced).	None	5 Minutes	SRS II, SRA FPD – Product Development Section



(if there is a product produced).				
18. Fill-out QMS-F2 rev.2	9.1 Receive the duly accomplished QMS-F2 rev.2	None	2 Minutes	<i>SRS // SRA, Sc.Aide FPD</i>
<b>TOTAL:</b>		Regular Rate PHP10,905 Student Rate PHP9,020	eOP: 67 Days, and 45 Minutes (with paused-clock) Manual: 67 Days, and 48 Minutes (with paused-clock)	

Shelf-Life Validation (Comparative Evaluation of Retained Samples-MC,  $a_w$  at CMC) is qualified for multi-stage processing.  
Service is covered under ITDI AO No. 003 s2015



## 5. Shelf-Life Validation (Moisture Acceleration Method Using Novasina)

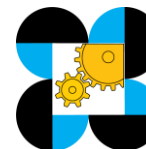
This type of analysis is for powder samples packed in flexible packaging materials. The product to be analyzed should have passed the microbiological tests and the moisture content must be equal to the specified Moisture Content of the product based on Philippine National Standards (PNS) if available.

<b>Office or Division:</b>	Food Processing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent (1 original)		Client
2. Sample (1 kg/sample)		Client
3. Request for Technical Service form, ITDI-F2 (1 original, 3 photocopies)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
4. Order of payment (1 original)		ITDI/2 <sup>nd</sup> floor NML Bldg./Accounting Section
5. Invoice (1 original, 1 photocopy for FPD)		ITDI/2 <sup>nd</sup> floor NML Bldg./Cashier
6. Accomplishment report (1 original for client, 2 photocopies for Researcher/Section and Division concerned)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
7. Customer Satisfaction Measurement form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD)/Visitor's Lounge

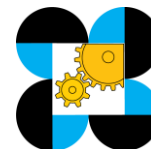




CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (sample specifications shall be discussed during inquiry).	1.1 Assist client on their inquiry.	None	20 Minutes	SRS II, SRA FPD – Product Development Section
2. Submit <i>Letter of Intent</i> with client's contact details addressed to ITDI Director.  For student, letter must include school logo and duly signed by adviser/teacher.	2.1 Reply confirmation for receiving the letter and forward to researcher and section head concerned.	None	5 Minutes	SrSRS, SRS II, SRS I, SRA FPD – Product Development Section
3. Provide schedule confirmation for conduct of service.	3.1 Check available schedule for the submission of client's samples.	None	1 Day (paused-clock)	SrSRS, SRS II, SRS I, SRA FPD – Product Development Section
4. Fill-out customer section on ITDI-F2.	4.1 Give a copy of ITDI-F2 to client.	None	2 Minutes	SRS II SRA, Sc.Aide FPD
5. Submit duly accomplished ITDI-F2 to Researcher concerned for.	5.1 Receive the duly accomplished ITDI-F2.  5.2 Check entry and fill-out ITDI section in ITDI-F2.	None  None	2 Minutes	SRS II SRA, Sc.Aide FPD  SRS II SRA, Sc.Aide FPD



	5.3 Researcher concerned will sign ITDI-F2 including agreed schedule of service.	None		<i>SRS II SRA, Sc.Aide FPD</i>
	5.4 Division Chief/OIC/Section Head will sign ITDI-F2.	None		<i>Chief/OIC, Section Head, SRS I, Sc.Aide FPD</i>
	5.5 Control numbering at FPD – OC.	None		<i>SRS I, Sc.Aide FPD – Office of the Chief</i>
	5.6 Processing of order of payment at Accounting.	None	4 Minutes (eOP) 7 Minutes (manual)	<i>Administrative Officer II Accounting Section</i>
6. Pay the required fees.	6.1 Issuance of invoice.	Regular Rate: PHP29,260 Student Rate: PHP23,407	5 Minutes	<i>Administrative Officer III - Cashier</i>
7. Present invoice and ITDI-F2 to researcher and submit sample to Researcher concerned	7. 1 Photocopy invoice and ITDI-F2 (4 copies) and receive sample.	None		<i>SRS I, Sc.Aide FPD – Office of the Chief</i>
	Concerned researcher conduct service.	None	88 Days (paused-clock)	<i>SRS II, SRA FPD – Product Development Section</i>
8. Return to Researcher concerned for the release of accomplishment report and product	8.1 Issue accomplishment report and product. (if there is a product produced).	None	5 Minutes	<i>SRS II, SRA FPD – Product Development Section</i>



(if there is a product produced)				
9. Fill-out QMS-F2 rev.2	9.1 Receive the duly accomplished QMS-F2 rev.2	None	2 Minutes	<i>SRS II SRA, Sc.Aide FPD</i>
<b>TOTAL:</b>		<b>Regular Rate:</b> <b>PHP29,260</b> <b>Student Rate:</b> <b>PHP23,407</b>	<b>eOP:</b> <b>89 Days, and 45 Minutes (with paused- clock)</b> <b>Manual:</b> <b>89 Days, and 48 Minutes (with paused- clock)</b>	

Shelf-Life Validation (Moisture Acceleration Method Using Novasina) is qualified for multi-stage processing.  
Service is covered under ITDI AO No. 003 s2015



## 6. Texture Measurement

Texture testing has applications across a wide range of food types, including baked goods, cereals, confectionaries, snacks, dairy, fruits, vegetables, gelatins, meat, poultry, fish, pasta, and even pet food. Since texture is a property related to the sense of touch, it can be measured easily by mechanical methods in units such as force. In food texture testing, standard tests such as compression, tension, and flexure are used to measure hardness, crispiness, crunchiness, softness, springiness, tackiness, and other properties of food.

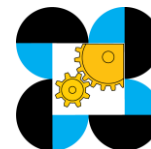
<b>Office or Division:</b>	Food Processing Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of Intent (1 original)		Client
2) Sample (approx. 50 grams per sample)		Client
3) Request for Technical Service form, ITDI-F2 (3 original printed copies) via Technical Service Information System (TSIS)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
4) Order of Payment (1 original)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Accounting Section
5) Invoice (1 original, 1 photocopy)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Cashier Section
6) Accomplishment report (1 original, 2 photocopies)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
7) External/Internal Customer Satisfaction Measurement form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD)/Visitor's Lounge



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (sample specifications shall be discussed during inquiry).	1.1 Assist client on their inquiry.	None	20 Minutes	SRS II, SRA FPD – Product Development Section
2. Submit <i>Letter of Intent</i> with client's contact details addressed to ITDI Director.  For student, letter must include school logo and duly signed by adviser/teacher.	2.1 Reply confirmation for receiving the letter and forward to researcher and section head concerned.	None	5 Minutes	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
3. Provide schedule confirmation for conduct of service.	3.1 Check available schedule and confirm scheduled date to client.	None	1 Day (paused-clock)	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
	3.2 Conduct preparations/facility maintenance for the service requested.	None		Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
4. Fill-out customer section on ITDI-F2 via Technical Service Information System (TSIS).	4. Give a copy of ITDI-F2 to client.	None	2 Minutes	SRS II, SRA, Sc. Aide FPD
5. Submit duly accomplished ITDI-F2 to Researcher concerned for.	5.1 Review / Check entries int the accomplished form, researcher shall affix	None	2 Minutes	SRS II SRA, Section Head, SRS I, Sc.Aide FPD Chief/OIC



	signature before the Division Chief / OIC signs.			FPD – Office of the Chief
	5.2 Processing of order of payment at Accounting	None	4 Minutes (eOP) 7 Minutes (manual)	<i>Administrative Officer II</i> Accounting Section
6. Pay the required fees.	6. Issue official receipt.	Regular Rate: PHP 1,352.00 Student Rate: PHP 1,082.00	5 Minutes	<i>Administrative Officer III</i> - Cashier
7. Present invoice and ITDI-F2 to researcher and submit sample to Researcher concerned.	7.1 Photocopy invoice and ITDI-F2 and receive sample.  Concerned researcher conduct service and prepare accomplishment report.	None  None	2 Days (paused-clock)	<i>SRS I, Sc. Aide</i> FPD  <i>SRS II, SRA</i> FPD – Product Development Section
8. Return to Researcher concerned for the release of accomplishment report and product (if there is a product produced).	8. Issue accomplishment report and product. (if there is a product produced)	None	5 Minutes	<i>SRS II, SRA, Sc. Aide</i> FPD
9. Fill-out QMS-F2 rev.2.	9.1 Receive the duly accomplished QMS-FPD-F2 rev.2.	None	2 Minutes	<i>SRS II, SRA, Sc. Aide</i> FPD
<b>TOTAL:</b>		<b>Regular Rate: PHP 1,352.00</b>	<b>eOP: 3 Days, and 45 Minutes</b>	



	<b>Student Rate: PHP 1,082.00</b>	<b>(with paused- clock) Manual: 3 Days, and 48 Minutes (with paused- clock)</b>	
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## 7. Thermal Validation Services

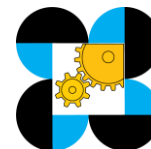
These services include Heat Distribution Test (in-house and on-site), Heat Penetration Test (in-house and on-site), and Lethality Monitoring during Thermal Processing. These are conducted using the calibrated thermal validation system of the division, as applicable to the food samples or thermal food processing equipment of the customer.

Office or Division:	Food Processing Division (FPD)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent (1 original) ✓ Includes company logo or school logo (duly signed by adviser/teacher), as applicable, and contact details		Customer
Samples or Equipment to be tested: <i>For Heat Distribution Test</i> ✓ Well-maintained and calibrated equipment, product samples for full capacity loading of the equipment (retort, autoclave, pasteurizer or steamer box) <i>For Heat Penetration Test</i> ✓ 22 total actual product samples, remaining product samples for full capacity loading of the equipment <i>For Lethality Monitoring during Thermal Processing</i> ✓ Six (6) total actual product samples, remaining product samples for full capacity loading of the equipment		

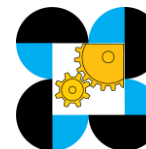




Request for Technical Service form, ITDI-F2 (1 original, 2 photocopies)		ITDI/Food Processing Division (FPD), Visitor's Lounge		
Order of Payment (1 original)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Accounting Section		
Invoice (1 original)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Cashier Section		
External/Internal Customer Satisfaction Measurement form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD), Visitor's Lounge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry	1. Attend to customer inquiry, including discussion of the scope and procedure of test	None	30 minutes	SrSRS, SRS II, SRS I, SRAsst. FPD
2. Prepare and submit <i>Letter of Intent</i> addressed to ITDI Director	2. Reply confirmation for receiving the letter and forward to section head and researcher concerned	None	5 minutes	SrSRS, SRS II, SRS I, SRAsst. FPD
3. Provide schedule confirmation for conduct of pre-service inspection or site visit (especially for on-site services), and actual conduct of service	3.1 Check available schedule and confirm to customer	None	5 minutes	SrSRS, SRS II, SRS I, SRAsst. FPD
	3.2. Conduct scheduled pre-service inspection or site visit	None	1 day	
	3.3 Conduct service preparations	None	1 day	
4. Fill-out and submit duly accomplished	4.1 Give a copy of ITDI-F2 to client	None	3 Minutes	SRS II, SRS I, SRAsst., Sc.Aide



ITDI-F2 to researcher concerned	4.2 Receive duly accomplished ITDI-F2	None	2 Minutes	FPD
	4.3 Check entry and fill-out ITDI section	None	1 Minute	
	4.4 Researcher concerned will signed ITDI-F2	None	1 Minute	<i>SrSRS, SRS II, SRS I</i> FPD
	4.5 Division Chief/OIC and Section Head will sign ITDI-F2	None	3 Minutes	<i>Division Chief/OIC, Section Head, FPD</i>
5. Proceed to FMD for processing of Order of Payment	5.1 Processing of Order of Payment at Accounting	None	4 Minutes (eOP) 7 Minutes (manual)	<i>Administrative Officer II</i> Accounting Section
6. Pay the required fees	6. Issuance of invoice	Fees vary depending on the service availed. Refer to 'List of FPD Technical Services thru Standardized Fees'	5 minutes	<i>Administrative Officer III -</i> Cashier
7. Present invoice, ITDI-F2 and submit samples/equipment to be tested	7.0 Check and Photocopy invoice and ITDI-F2	None	1 Minute	<i>SRS I, Sc.Aide</i> Office of the Chief, FPD
	7.1 Receive samples/equipment and check completeness	None	2 Minutes	
	7.2 Conduct service availed	None	1 Day	
	7.3 Prepare service report	None	1 Day	



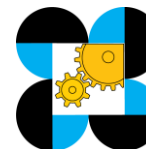
8. Return to researcher concerned to receive and claim service report	8.1 Issue receiving copy of the service report	None	5 Minutes	<i>SrSRS, SRS II, SRS I, FPD</i>
	8.2 Give brief explanation of the service report and answer any queries of customer regarding the results/service report	None	1 Hour	
9. Fill-out QMS-F2 rev.2	9.1 Receive duly accomplished FM-QMS-F2 rev.2	None	2 Minutes	<i>SRS II, SRS I, SRAsst., Sc.Aide FPD</i>
<b>TOTAL:</b>		Fees vary depending on the service availed. Refer to 'List of FPD Technical Services thru Standardized Fees'	eOP: 4 days, 2 hours And 9 minutes Manual: 4 days, 2 hours and 12 minutes	



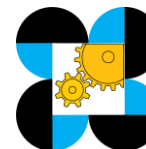
## 8. Use of Facilities

These services include various food processing facilities and equipment available at FPD Pilot Plant that the customer may avail for in-house rental use.

Office or Division:	Food Processing Division (FPD)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent (1 original) ✓ Includes company logo or school logo (duly signed by adviser/teacher), as applicable, and contact details		Customer
Food-grade Samples to process:  <i>For Band Sealer</i> ✓ Approx. 300 samples per hour <i>For Basket Centrifuge</i> ✓ Approx. 50 kilograms sample per hour <i>For Cacao Roaster Machine</i> ✓ Up to 10 kilograms cacao beans per batch, approx. 4 batches per day run <i>For Colloid Mill</i> ✓ Approx. 20 liters per hour		



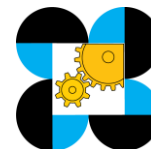
<p><i>For DOST-developed Freeze Dryer (1-day/2-day/3-day/4-day operation)</i></p> <ul style="list-style-type: none"><li>✓ Up to 4 kilograms sample</li></ul> <p><i>For DOST-developed Vacuum Fryer</i></p> <ul style="list-style-type: none"><li>✓ Up to 10 kilograms per batch, approx. 4 batches per day run</li></ul> <p><i>For DOST-developed Water Retort</i></p> <ul style="list-style-type: none"><li>✓ Approx. 80 product samples in bottle per batch, 4 batches per day run</li></ul> <p><i>For Drum Drying Facilities</i></p> <ul style="list-style-type: none"><li>✓ Approx. 100 liters sample per day run</li></ul> <p><i>For Extractor or Screw Press</i></p> <ul style="list-style-type: none"><li>✓ Approx. 20 kilograms sample per hour</li></ul> <p><i>For Vinegar Processing Using Acetator Kit</i></p> <ul style="list-style-type: none"><li>✓ Approx. 180 liters per day run</li></ul> <p><i>For FIC Electric Cabinet Dryer</i></p> <ul style="list-style-type: none"><li>✓ Up to 60 kilograms sample</li></ul> <p><i>For Homogenizer</i></p> <ul style="list-style-type: none"><li>✓ Approx. 20 liters sample per hour</li></ul> <p><i>For Hydraulic Press</i></p> <ul style="list-style-type: none"><li>✓ Approx. 30 kilograms sample per hour</li></ul> <p><i>For Pin Mill</i></p> <ul style="list-style-type: none"><li>✓ Approx. 20 kilograms sample per hour</li></ul> <p><i>For Pressure Canner</i></p> <ul style="list-style-type: none"><li>✓ Approx. 30 product samples in bottle per batch, 4 batches per day run</li></ul> <p><i>For Rotavapor and Refractometer</i></p> <ul style="list-style-type: none"><li>✓ Approx. 500 ml per sample</li></ul> <p><i>For Semi-Automatic Metal Can Seamer</i></p> <ul style="list-style-type: none"><li>✓ Approx. 120 cans per hour</li></ul> <p><i>For Spray Drying Facilities (small)</i></p>	
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✓ Approx. 15 liters sample per day run <i>For Steam Jacketed Kettle (small)</i> ✓ Approx. 30 liters sample per batch, 4 batches per day run <i>For Steam Jacketed Kettle with Stirrer (150-L capacity)</i> ✓ Approx. 150 liters sample per batch, 4 batches per day run <i>For Vacuum Frying Facilities</i> ✓ Approx. 5 kilograms sample per batch, 5 batches per day run <i>For Vacuum Sealer</i> ✓ Approx. 240 product samples per hour				
Request for Technical Service form, ITDI-F2 (1 original, 2 photocopies)		ITDI/Food Processing Division (FPD), Visitor's Lounge		
Order of Payment (1 original)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Accounting Section		
Invoice (1 original, 1 photocopy)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Cashier Section		
Production Data Form (1 original)		ITDI/Food Processing Division (FPD), Visitor's Lounge		
External/Internal Customer Satisfaction Measurement form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD), Visitor's Lounge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry	1.1 Attend to customer inquiry, including discussion of scope and procedure for use of facilities	None	30 minutes	SrSRS, SRS II, SRS I, SRAsst. FPD

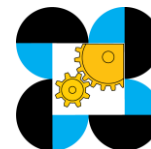


	1.2 Conduct facility tour, as necessary			
2. Prepare and submit <i>Letter of Intent</i> addressed to ITDI Director	2. Reply confirmation for receiving the letter and forward to section head and researcher concerned	None	5 minutes	<i>SrSRS, SRS II, SRS I, SRAsst. FPD</i>
3. Provide schedule confirmation for conduct of service	3.1 Check available schedule of the facility, researcher assigned & operator, and confirm to customer	None	1 day	<i>SrSRS, SRS II, SRS I, SRAsst. FPD</i>
	3.2 Conduct service preparations	None	1 day	
4. Fill-out customer section on ITDI-F2 and submit duly accomplished ITDI-F2 to researcher concerned	4.1 Give a copy of ITDI-F2 to client	None	3 Minutes	<i>SRS II, SRS I, SRAsst., Sc.Aide FPD</i>
	4.2 Receive duly accomplished ITDI-F2	None	2 Minutes	
	4.3 Check entry and fill-out ITDI section	None	1 Minute	
	4.4 Researcher concerned will sign ITDI-F2	None	1 Minute	<i>SrSRS, SRS II, SRS I FPD</i>
	4.5 Division Chief/OIC and Section Head will sign ITDI-F2	None	1 Minute	
				<i>Division Chief/OIC, Section Head, FPD</i>



5. Proceed to FMD for processing of Order of Payment	5.1 Processing of Order of Payment at Accounting	None	4 Minutes (eOP) 7 Minutes (manual)	<i>Administrative Officer II</i> Accounting Section
6. Pay the required fees	6. Issuance of invoice	Fees vary depending on the service availed. Refer to 'List of FPD Technical Services thru Standardized Fees'	5 minutes	<i>Administrative Officer III -</i> Cashier
7. Present invoice and ITDI-F2  Submit samples to be processed	7.1 Check and Photocopy invoice and ITDI-F2	None	1 minute	<i>SRS I, Sc.Aide</i> Office of the Chief, FPD
	7.2 Receive and check samples	None	2 minutes	<i>SrSRS, SRS II, SRS I</i> FPD
	7.3 Conduct service availed	None	1 day	
8. Accomplish and submit Production Data Form and receive product samples/output	8.1 Check entry of submitted Production Data Form	None	5 minutes	<i>SrSRS, SRS II, SRS I</i> FPD
	8.2 Issue product samples/output	None	1 minute	
9. Fill-out QMS-FPD-F2 rev.2	9. Receive duly accomplished FM-QMS-F2 rev.2	None	2 minutes	<i>SRS II, SRS I, SRAsst.,</i> <i>Sc.Aide</i> FPD





<b>TOTAL:</b>	Fees vary depending on the service availed. Refer to 'List of FPD Technical Services thru Standardized Fees'	eOP: 3 days, 1 hour and 3 minutes Manual: 3 days, 1 hour and 6 minutes	
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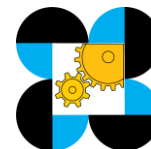
## 9. Use of Facilities for the Halal Food R&D Facility

These services include various food processing facilities and equipment available at Halal Food R&D Facility that the customer may avail for in-house rental use.

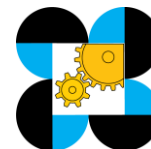
Office or Division:	Food Processing Division (FPD)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent (1 original) ✓ Includes company logo or school logo (duly signed by adviser/teacher), as applicable, and contact details		Client
Halal Food-grade Samples to process:  <i>For Cabinet Dryer</i> ✓ Approx. 24 kilograms samples per loading for 8 hours <i>For Grinder / Pulverizer</i> ✓ Approx. 5 kilograms samples per loading for 8 hours <i>For Spiral Mixer</i> ✓ Up to 8 kilograms samples per loading for 8 hours <i>For Baking Oven</i> ✓ Approx. 3.6 kilograms samples per loading for 8 hours <i>For Bread Slicer</i>		



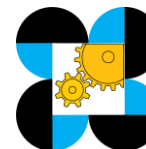
✓ Up to 30 loaves per hour for 8 hours <i>For Dough Proofer</i> ✓ Approx. 14.4 kilograms samples per loading for 8 hours <i>For Digital Metal Detector</i> ✓ Up to 100 pcs. of 500g pack of samples for 8 hours				
Request for Technical Service form, ITDI-F2 (1 original, 2 photocopies)		ITDI/Food Processing Division (FPD), Visitor's Lounge		
Order of Payment (1 original)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Accounting Section		
Invoice (1 original, 1 photocopy)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Cashier Section		
Production Data Form (1 original)		ITDI/Food Processing Division (FPD), Visitor's Lounge		
External/Internal Customer Satisfaction Survey Form, QMS-FPD-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD), Visitor's Lounge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry	1.1 Attend to customer inquiry, including discussion of scope and procedure for use of facilities  1.2 Conduct facility tour, as necessary	None	20 minutes	Sr SRS, SRS II, SRS I, SR Asst. FPD
2. Submit <i>Letter of Intent</i> addressed to ITDI Director	2. Reply confirmation for receiving the letter and forward to section head and	None	5 minutes	Sr SRS, SRS II, SRS I, SR Asst. FPD



	researcher concerned			
3. Provide schedule confirmation for conduct of service	3.1 Check available schedule and confirm scheduled date to client	None	1 Day (paused-clock)	Sr SRS, SRS II, SRS I, SR Asst. FPD
	3.2 Conduct preparations/facility maintenance for the service requested	None		
4. Fill-out and submit duly accomplished ITDI-F2 to researcher concerned	4.1 Give a copy of ITDI-F2 to client	None	2 Minutes	SRS II, SRS I, SRAsst., Sc. Aide FPD
	4.2 Receive duly accomplished ITDI-F2	None		
	4.3 Check entry and fill-out ITDI section	None		
	4.4 Researcher concerned will signed ITDI-F2	None		SrSRS, SRS II, SRS I FPD
	4.5 Division Chief/OIC and Section Head will sign ITDI-F2	None		Division Chief/OIC, Section Head, FPD



5. Proceed to FMD for processing of Order of Payment	5.1 Processing of order of payment at Accounting	None	4 Minutes (eOP) 7 Minutes (manual)	<i>Administrative Officer II</i> Accounting Section
6. Pay the required fees	6. Issuance of invoice	Fees vary depending on the service availed. Refer to 'List of Use of Facilities of the Halal Food R&D Facility Technical Services thru Standardized Fees'	5 Minutes	<i>Administrative Officer III -</i> Cashier
7. Present invoice and ITDI-F2 and submit samples to be processed	7.1 Check and Photocopy invoice and ITDI-F2	None	1 day (paused-clock)	<i>SRS I, Sc. Aide</i> Office of the Chief, FPD
	7.2 Receive and check samples	None		
	7.3 Conduct service availed	None		<i>SRS II, SRS I, SRAsst.</i> FPD
8. Accomplish and submit Production Data Form and receive product samples/output	8.1 Check entry of submitted Production Data Form	None	5 Minutes	<i>SRS II, SRS I, SRAsst.</i> FPD
	8.2 Issue product samples/output	None		



9. Fill-out QMS-FPD-F2 rev.2	9. Receive duly accomplished FM-QMS-F2 rev.2	None	2 minutes	<i>SRS II, SRS I, SRAsst., Sc. Aide FPD</i>
<b>TOTAL:</b>		Fees vary depending on the service availed. Refer to 'List of Use of Facilities of the Halal Food R&D Facility Technical Services thru Standardized Fees'	eOP: 2 days and 43 minutes (with paused-clock) Manual: 2 days and 46 minutes (with paused-clock)	



## 10. Use of Rotavapor and Refractometer

Rotavapor are used for the efficient and gentle removal of solvents from samples by evaporation. The solvents or low boiling compounds are removed by a simple distillation. The rotavapor is designed to be operated under a vacuum (to lower a compound's boiling point) while heating the sample at the same time.

<b>Office or Division:</b>	Food Processing Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Letter of Intent (1 original)		Client		
2) Sample (500ml. per sample)		Client		
3) Request for Technical Service form, ITDI-F2 (1 original, 3 photocopies)		ITDI/Food Processing Division (FPD)/Visitor's Lounge		
4) Order of Payment (1 original)		ITDI/2 <sup>nd</sup> floor NML Bldg./Accounting Section		
5) Invoice (1 original for client, 1 photocopy)		ITDI/2 <sup>nd</sup> floor NML Bldg./Cashier		
6) Production Data form (1 original)		ITDI/Food Processing Division (FPD)/Visitor's Lounge		
7) Customer Satisfaction Measurement form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD)/Visitor's Lounge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

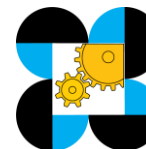


1. Inquiry (sample specifications shall be discussed during inquiry).	1.1 Assist client on their inquiry.	None	20 Minutes	SRS II, SRA FPD – Product Development Section
2. Submit <i>Letter of Intent</i> with client's contact details addressed to ITDI Director.  For student, letter must include school logo and duly signed by adviser/teacher.	2.1 Reply confirmation for receiving the letter and forward to researcher and section head concerned.	None	5 Minutes	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
3. Provide schedule confirmation for conduct of service	3.1 Check available schedule and confirm scheduled date to client.	None	2 Days (paused-clock)	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
	3.2 Conduct preparations/facility maintenance for the service requested.	None		Sr SRS, SRS II, SRS I FPD – Product Development Section
4. Fill-out customer section on ITDI-F2.	4.1 Give a copy of ITDI-F2 to client.	None	2 Minutes	SRS II, SRA, Sc. Aide FPD
5. Submit duly accomplished ITDI-F2 to Researcher concerned for.	5.1 Receive the duly accomplished ITDI-F2.	None	2 Minutes	SRS II, SRA, Sc. Aide FPD
	5.2 Check entry and fill-out ITDI section in ITDI-F2.	None		SRS II, SRA, Sc. Aide FPD





	5.3 Researcher concerned will sign ITDI-F2 including agreed schedule of service.	None		<i>SRS II, SRA FPD – Product Development Section</i>
	5.4 Division Chief/OIC/Section Head will sign ITDI-F2.	None		<i>Chief/OIC/ SRS II, SRA, Sc. Aide FPD</i>
	5.5 Control numbering at FPD-OC	None		<i>SRS I, Sc. Aide FPD</i>
	5.6 Processing of order of payment at Accounting.	None	4 Minutes (eOP) 7 Minutes (manual)	<i>Administrative Officer II Accounting Section</i>
6. Pay the required fees.	6.1 Issuance of invoice.	Regular Rate: 3,437 Student Rate: 2,750	5 Minutes	<i>Administrative Officer III - Cashier</i>
7. Present invoice and ITDI-F2 to researcher and submit sample to Researcher concerned.	7.1 Photocopy invoice and ITDI-F2 (4 copies) and receive sample.	None		<i>SRS I, Sc. Aide FPD</i>
	7.2 Concerned researcher conduct service.	None	1 day (paused-clock)	<i>SRS II, SRA FPD – Product Development Section</i>



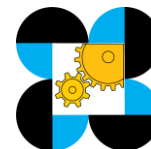
8. Return to Researcher concerned for the release of accomplishment report and product (if there is a product produced).	8.1 Issue accomplishment report and product (if there is a product produced).	None	5 Minutes	<i>SRS II, SRA, Sc. Aide FPD</i>
9. Fill-out FM-QMS-F2 rev. 2.	9.1 Receive the duly accomplished FM-QMS-F2 rev. 2	None	2 Minutes	<i>SRS II, SRA, Sc. Aide FPD</i>
<b>TOTAL:</b>		Regular Rate: PHP3,437 Student Rate: PHP2,750	eOP: 3 Days, and 45 mins. (with paused-clock) Manual: 3 Days, and 48 mins. (with paused-clock)	



## 11. Water Activity Test ( $a_w$ )

This method is a measurement relating to the free, unbound water present in food and food products. The atmosphere of a special sampling cell is evacuated, repressurized, and measured manometrically. The results are correlated to water activity in the sample.

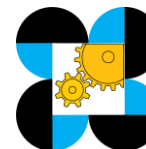
<b>Office or Division:</b>	Food Processing Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Letter of Intent (1 original)		Client
2) Sample (approx. 50 grams per sample)		Client
3) Request for Technical Service form, ITDI-F2 (3 original printed copies) via Technical Service Information System (TSIS)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
4) Order of Payment (1 original)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Accounting Section
5) Invoice (1 original, 1 photocopy)		ITDI/Finance and Management Division (FMD), 2 <sup>nd</sup> floor NML Building/Cashier Section
6) Accomplishment report (1 original, 2 photocopies)		ITDI/Food Processing Division (FPD)/Visitor's Lounge
7) External/Internal Customer Satisfaction Measurement form, QMS-F2 rev.2 (1 original)		ITDI/Food Processing Division (FPD)/Visitor's Lounge



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (sample specifications shall be discussed during inquiry).	1.1 Assist client on their inquiry.	None	20 Minutes	SRS II, SRA FPD – Product Development Section
2. Submit <i>Letter of Intent</i> with client's contact details addressed to ITDI Director.  For student, letter must include school logo and duly signed by adviser/teacher.	2.1 Reply confirmation for receiving the letter and forward to researcher and section head concerned.	None	5 Minutes	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
3. Provide schedule confirmation for conduct of service.	3.1 Check available schedule and confirm scheduled date to client.	None	1 Day (paused-clock)	Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
	3.2 Conduct preparations/facility maintenance for the service requested.	None		Sr SRS, SRS II, SRS I, SRA FPD – Product Development Section
4. Fill-out customer section on ITDI-F2 via Technical Service Information System (TSIS).	4. Give a copy of ITDI-F2 to client	None	2 Minutes	SRS II, SRA, Sc. Aide FPD

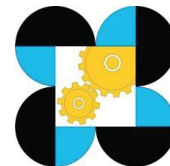


5. Submit duly accomplished ITDI-F2 to Researcher concerned for.	5.1 Review / Check entries into the accomplished form, researcher shall affix signature before the Division Chief / OIC signs.	None	2 Minutes	<i>SRS II SRA, Section Head, SRS I, Sc.Aide FPD Chief/OIC FPD – Office of the Chief Administrative Officer II Accounting Section</i>
	5.2 Processing of order of payment at Accounting	None	4 Minutes (eOP) 7 Minutes (manual)	
6. Pay the required fees.	6. Issuance of invoice.	Regular Rate: PHP 1,463.00 Student Rate: PHP 1,170.00	5 Minutes	<i>Administrative Officer III - Cashier</i>
7. Present invoice and ITDI-F2 to researcher and submit sample to Researcher concerned.	7.1 Photocopy invoice and ITDI-F2 and receive sample.	None	2 Days (paused-clock)	<i>Sc. Aide FPD SRS II, SRA FPD – Product Development Section</i>
	Concerned researcher conduct service.	None		
8. Return to Researcher concerned for the release of accomplishment report and product (if there is a product produced).	8. Issue accomplishment report and product (if there is a product produced).	None	5 Minutes	<i>SRS II, SRA, Sc. Aide FPD</i>
9. Fill-out QMS-F2 rev.2.	9.1 Receive the duly accomplished QMS-F2 rev.2	None	2 Minutes	<i>SRS II, SRA, Sc. Aide FPD</i>
<b>TOTAL:</b>		<b>Regular Rate: PHP 1,463.00</b>	<b>eOP: 3 Days, and 45 Minutes</b>	



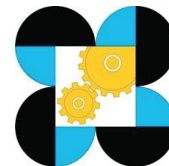
	<b>Student Rate; PHP 1,170.00</b>	<b>(with paused-clock) Manual: 3 Days, and 48 Minutes (with paused-clock)</b>	
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**List of Food Processing Division (FPD)  
Technical Services Thru Standardized Fees**



Technical Services		Responsible Person/s	Standardized Fees (PHP)	
			Client Rate	Student Rate
<b>Thermal Validation</b>				
1.	Heat Penetration Test (in-house)	<b>FPD - Thermal Validation Team</b>  <i>Sr SRS, SRS II, SRS I</i>	10,000.00	8,000.00
2.	Heat Penetration Test (on-site)		10,000.00	8,000.00
3.	Heat Distribution Test (in-house)		10,000.00	8,000.00
4.	Heat Distribution Test (on-site)		10,000.00	8,000.00
5.	Lethality Monitoring during Thermal Processing		4,750.00	3,800.00
<b>Shelf Life Testing</b>				
6.	Shelf life Validation (comparative evaluation of retained samples-MC, $a_w$ at CMC)	<b>FPD - Product Development Section</b>  <i>Sr SRS, SRS II, SRS I, SRA</i>	10,905.00	9,020.00
7.	Shelf life Validation (Moisture Acceleration Method)		29,260.00	23,407.00
<b>Use of Facilities</b>				
8.	Use of Band Sealer	<b>FPD - Food Engineering Section</b>  <i>Sr SRS, SRS II, SRS I, SRA, Sc. Aide</i>	3,224.00	2,579.00
9.	Use of Basket Centrifuge		3,040.00	2,432.00
10.	Use of Cacao Roaster Machine		1,547.00	1,238.00
11.	Use of Colloid Mill		1,533.00	1,226.00
12.	Use of DOST-Developed Freeze Dryer (1-day Operation)		4,517.00	3,613.00
13.	Use of DOST-Developed Freeze Dryer (2-day Operation)		7,704.00	6,163.00
14.	Use of DOST-Developed Freeze Dryer (3-day Operation)		10,572.00	8,458.00
15.	Use of DOST-Developed Freeze Dryer (4-day Operation)		13,442.00	10,754.00
16.	Use of DOST-Developed Vacuum Fryer		4,647.00	3,718.00
17.	Use of DOST-Developed Water Retort		3,668.00	2,935.00
18.	Use of Drum Drying Facilities		7,668.00	6,134.00
19.	Use of Extractor / Screw Press		2,085.00	1,668.00
20.	Use of Facilities for Vinegar Processing using Acetator Kit		4,759.00	3,807.00
21.	Use of FIC Electric Cabinet Dryer (8-hr operation)		4,052.00	3,241.00
22.	Use of Homogenizer		3,591.00	2,873.00
23.	Use of Hydraulic Press		2,536.00	2,028.00
24.	Use of Pin Mill		2,204.00	1,763.00

**List of Food Processing Division (FPD)  
Technical Services Thru Standardized Fees**



Technical Services		Responsible Person/s	Standardized Fees (PHP)	
			Client Rate	Student Rate
25.	Use of Pressure Canner	<b>FPD - Food Engineering Section</b>  <i>Sr SRS, SRS II, SRS I, SRA, Sc. Aide</i>	1,519.00	1,216.00
26.	Use of Rotavapor and Refractometer	<b>FPD - Product Development Section</b>  <i>SRS II, SRS I, SRA</i>	3,437.00	2,750.00
27.	Use of Semi Automatic Metal Can Seamer	<b>From FPD - Food Engineering Section</b>  <i>Sr SRS, SRS II, SRS I, SRA, Sc. Aide</i>	5,479.00	4,383.00
28.	Use of Spray Drying Facilities (small)		5,327.00	4,262.00
29.	Use of Steam Jacketed Kettle (small)		2,894.00	2,315.00
30.	Use of Steam Jacketed Kettle with Stirrer (150-L capacity)		5,593.00	4,474.00
31.	Use of Vacuum Frying Facilities (Japan)		7,582.00	6,066.00
32.	Use of Vacuum Sealer		3,055.00	2,444.00
<b>Use of Halal Food R&amp;D Facility</b>				
33.	Cabinet Dryer	<b>FPD - Product Development Section</b>  <i>SRS II, SRS I, SRA</i>	2,800.00	2,240.00
34.	Grinder/Pulverizer		2,100.00	1,680.00
35.	Spiral Mixer		1,800.00	1,440.00
36.	Baking Oven		1,900.00	1,520.00
37.	Bread Slicer		1,700.00	1,360.00
38.	Dough Proofer		1,900.00	1,500.00
39.	Digital Metal Detector		500.00	400.00
<b>Testing / Analysis</b>				
40.	Color Determination	<b>FPD - Product Development Section</b>  <i>Sr SRS, SRS II, SRS I, SRA</i>	1,122.00	898.00
41.	Moisture Analysis		414.00	331.00
42.	Texture Measurement		1,352.00	1,082.00
43.	Water Activity Test ( $a_w$ )		1,463.00	1,170.00
44.	Sensory Evaluation – Preference Ranking		1,900.00	1,520.00





## **V. List of Services**

### **D. MATERIAL SCIENCE DIVISION**

#### **External and Internal Services**



### Provision of R&D Technical Services thru Standardized Fees

Any assistance/services being provided to customer (i.e., individuals, industry/ business sectors, academe, non-government organizations, other government institutions/agencies). These include testing and analysis and use of facilities to provide technical support to different industry sectors, namely, material science and other related fields such as foods, packaging chemicals, environment and biotechnology.

A. These services are offered by Nanotechnology/Membrane Laboratory for Use of Facility to process materials

- A.1 Use of Compression Molding machine
- A.2 Use of Grinder
- A.3 Use of Twin Screw Extruder
- A.4 Use of Two Roll Mill and Compression Machine

<b>Office or Division:</b>	Materials Science Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room
Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/ Cashier Section ITDI-DOST
Sample and others (see attached)		Client
Exit Pass (2 original copies for client, 1 photocopy for MSD)		



Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD))		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the day will accommodate the client on their inquiry.	None	2 minutes	<i>Officer of the day</i> Office of the Chief MSD Building
	1.2 Officer of the day will direct the client to appropriate technical personnel.	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-F2) online at: <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a>  Submit sample/s.	2.1 Let the client fill out ITDI-F2.	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.2 Send the generated pdf file of ITDI-F2 to Researcher.	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.3 Researcher will validate thru: <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a> .	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.4 Print three(3) copies of generated pdf.	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building



	2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2.	None	2 minutes	Chief SRS or Section head, activity leader Staff Room, MSD Building
3. No activity  *Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment.	3.1 Forward to accounting section for the processing of order of payment.          3.2 Issue invoice.	See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a>	Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)  Please refer to the Service Specification of cashier's process on Issuance of Official Receipt, Administrative Division (ADM)	Administrative Assistant II, Accounting/Budget Section, FMD, Metrology Building          Administrative Officer III Cashier Section, ADM, Metrology Building
4. Secure the original copy of invoice and sign the receiving copy.	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy.	None	5 minutes	MSD Technical Staff Office of the Chief, MSD Building
5. No activity	5.1 Conduct the testing service	None	1day,1 hour	MSD Technical Staff MSD Building
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QMS-F2. form  6.2 Receive the duly accomplished QMS-F2 form	None  None	10 minutes  2 minutes	MSD Technical Staff Office of the Chief MSD Building  MSD Technical Staff Office of the Chief MSD Building



7. Receive processed samples.	7.1 Give a copy of exit pass.	None	5 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	7.2 Receive and check entry of duly accomplished exit pass.	None	5 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	7.3 Division chief/ OIC/ Section head will sign the exit pass.	None	5 minutes	<i>Chief SRS or Section head Staff Room, MSD Building</i>
	7.4 Give processed samples.	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
<b>TOTAL:</b>		<b>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></b>	<b>eOP: 1 day 2 hours 8 minutes  manual: 1 day 2 hours 11 minutes</b>	



A.5 Firing Using 5kW Kiln (Firing Temperature:800°C-1000°C)  
A.6 Pot Milling of Mineral Powder, 500g – 1kg capacity (24 hours)

Office or Division:	Materials Science Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section		
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/ Cashier Section ITDI-DOST		
Sample and others (see attached)		Client		
Exit Pass (2 original copies for client, 1 photocopy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	Officer of the day Office of the Chief MSD Building
	1.2 Officer of the day will direct the client to appropriate technical personnel	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building



<p>2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-F2) online at: <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a></p> <p>Submit sample/s.</p>	2.1 Let the client fill out ITDI-F2	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.2 Send the generated pdf file of ITDI-F2 to Researcher	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.3 Researcher will validate thru: <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a>	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.4 Print three(3) copies of generated pdf	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2	None	2 minutes	<i>Chief SRS or Section head, activity leader</i> Staff Room, MSD Building
<p>3. No activity</p> <p>*Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment</p>	3.1 Forward to accounting section for the processing of order of payment	See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a>	Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)	<i>Administrative Assistant II, Accounting/Budget Section, FMD, Metrology Building</i>
	3.2 Issue invoice		Please refer to the Service Specification of	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building



			cashier's process on Issuance of Official Receipt, Administrative Division (ADM)	
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	<i>MSD Technical Staff Office of the Chief, MSD Building</i>
5. No activity	5.1 Conduct the testing service	None	2 days,1 hour	<i>MSD Technical Staff MSD Building</i>
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QMS-F2. form	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	6.2 Receive the duly accomplished QMS-F2 form	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
7. Receive processed samples.	7.1 Give a copy of exit pass.	None	5 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	7.2 Receive and check entry of duly accomplished exit pass.	None	5 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	7.3 Division chief/ OIC/ Section head will sign the exit pass.	None	5 minutes	<i>Chief SRS or Section head Staff Room, MSD Building</i>
	7.4 Give processed samples.	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>





<b>TOTAL:</b>	<b>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></b>	<b>eOP: 2 days 2 hours 8 minutes  manual: 2 days 2 hours 11 minutes</b>	
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B. These services are offered by Nanotechnology/Membrane Laboratory for Testing/Analysis to characterize materials.

B.1 Determination of water absorption for Ceramics

B.2 Elemental Analysis by X-ray Fluorescence / Wave Dispersive (WD-XRF): one sample

B.3 Particle Size Analysis by Dynamic Light Scattering: One sample

B.4 Specular Gloss Measurement

<b>Office or Division:</b>	Materials Science Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section		
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/Cashier Section ITDI-DOST		
Sample and others (see attached)		Client		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	<i>Officer of the day</i> Office of the Chief MSD Building



	1.2 Officer of the day will direct the client to appropriate technical personnel	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-F2) online at: <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a>  Submit sample/s.	2.1 Let the client fill out ITDI-F2	None	10 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.2 Send the generated pdf file of ITDI-F2 to Researcher	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.3 Researcher will validate thru: <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a>	None	5 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.4 Print three(3) copies of generated pdf	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2	None	2 minutes	Chief SRS or Section head, activity leader Staff Room, MSD Building
3. No activity  *Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment	3.1 Forward to accounting section for the processing of order of payment	See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a>	Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)	Administrative Assistant II, Accounting/Budget Section, FMD, Metrology Building



	3.2 Issue invoice		Please refer to the Service Specification of cashier's process on Issuance of Official Receipt, Administrative Division (ADM)	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief, MSD Building
5. No activity	5.1 Conduct the testing service	None	5 hours	<i>MSD Technical Staff</i> MSD Building
	5.2 Prepare Report of Analysis including revision	None	2 days	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	5.3 Review, approve and signature of Division Chief /OIC/Supervisor	None	1 day	<i>Chief SRS / Sup. SRS</i> Staff Room, MSD Building
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QM-F2 form	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	6.2 Receive the duly accomplished QMS-F2 form	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
7. Receive the Report of Analysis via email / courier or pick-up at the Materials Science Division	7.1 Provide copy of approved/signed Report of Analysis to client	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building



<b>TOTAL:</b>	<b>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></b>	<b>eOP: 3 days 6 hours 1 minute  manual: 3 days 6 hours 4 minutes</b>	
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## B.5 X-ray Diffraction Analysis (raw data-ASCII file)

<b>Office or Division:</b>	Materials Science Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section		
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/Cashier Section ITDI-DOST		
Sample and others (see attached)		Client		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	Officer of the day Office of the Chief MSD Building
	1.2 Officer of the day will direct the client to appropriate technical personnel	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-	2.1 Let the client fill out ITDI-F2	None	10 minutes	MSD Technical Staff Office of the Chief



<p>F2) online at:  <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a></p> <p>Submit sample/s.</p>	<p>2.2 Send the generated pdf file of ITDI-F2 to Researcher</p>	None	2 minutes	<p>MSD Building</p> <p><i>MSD Technical Staff</i> Office of the Chief MSD Building</p>
	<p>2.3 Researcher will validate thru:  <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a></p>	None	5 minutes	<p><i>MSD Technical Staff</i> Office of the Chief MSD Building</p>
	<p>2.4 Print three(3) copies of generated pdf</p>	None	2 minutes	<p><i>MSD Technical Staff</i> Office of the Chief MSD Building</p>
	<p>2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2</p>	None	2 minutes	<p><i>Chief SRS or Section head, activity leader</i> Staff Room, MSD Building</p>
<p>3. No activity</p> <p>*Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment</p>	<p>3.1 Forward to accounting section for the processing of order of payment</p>	<p>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></p>	<p>Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)</p> <p>Please refer to the Service Specification of cashier's process on Issuance of</p>	<p><i>Administrative Assistant II, Accounting/Budget Section, FMD, Metrology Building</i></p>
	<p>3.2 Issue invoice</p>			<p><i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building</p>



			Official Receipt, Administrative Division (ADM)	
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	<i>MSD Technical Staff Office of the Chief, MSD Building</i>
5. No activity	5.1 Conduct the testing service	None	5 hours	<i>MSD Technical Staff MSD Building</i>
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QMS-F2 form	None	10 minutes	<i>MSD Technical Staff Office of the Chief</i>
	6.2 Receive the duly accomplished QMS-F2 form	None	2 minutes	<i>MSD Building MSD Technical Staff Office of the Chief MSD Building</i>
7. Receive the raw data(ASCII file) via email / courier or pick-up at the Materials Science Division	7.1 Provide copy of raw data(ASCII file) to client	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
<b>TOTAL:</b>		<b>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></b>	<b>eOP: 4 days 3 hours 1 minute  manual: 4 days 3 hours 4 minutes</b>	





- B.6 Surface Roughness by Imaging with measurement by Atomic Force Microscope (AFM)  
 B.7 TEM Imaging and Diffraction (4 images and 4 SEAD images /sample or 4 images and 2 NBD images/sample)  
 B.8 TEM Imaging (Bright and Dark Field) (4 images/ sample)  
 B.9 TEM Imaging EDS Analysis (4 images and 4 points analysis /sample)

<b>Office or Division:</b>	Materials Science Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section		
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/ Cashier Section ITDI-DOST		
Sample and others (see attached)		Client		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	<i>Officer of the day</i> Office of the Chief MSD Building
	1.2 Officer of the day will direct the client to	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building



	appropriate technical personnel			
2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-F2) online at: <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a>  Submit sample/s.	2.1 Let the client fill out ITDI-F2	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	2.2 Send the generated pdf file of ITDI-F2 to Researcher	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	2.3 Researcher will validate thru: <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a>	None	5 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	2.4 Print three(3) copies of generated pdf	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2	None	2 minutes	<i>Chief SRS or Section head, activity leader Staff Room, MSD Building</i>
3. No activity  *Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment	3.1 Forward to accounting section for the processing of order of payment	See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a>	Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)	<i>Administrative Assistant II, Accounting/Budget Section, FMD, Metrology Building</i>



	3.2 Issue invoice		Please refer to the Service Specification of cashier's process on Issuance of Invoice, Administrative Division (ADM)	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief, MSD Building
5. No activity	5.1 Conduct the testing service	None	2 days, 1 hour	<i>MSD Technical Staff</i> MSD Building
	5.2 Prepare Report of Analysis including revision	None	2 days	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	5.3 Review, approve and signature of Division Chief /OIC/Supervisor	None	1 day	<i>Chief SRS / Sup. SRS</i> Staff Room, MSD Building
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QM-F2 form	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	6.2 Receive the duly accomplished QMS-F2 form	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
7. Receive the Report of Analysis via email / courier or pick-up at the Materials Science Division	7.1 Provide copy of approved/signed Report of Analysis to client	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building



<b>TOTAL:</b>	<b>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></b>	<b>eOP: 5 days 2 hours 1 minute  manual: 5 days 2 hours 4 minutes</b>	
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B.10 TEM Imaging, Diffraction and EDS (4 images and 4 SEAD images /sample or 4 images and 2 NBD images/sample)

<b>Office or Division:</b>	Materials Science Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section		
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/Cashier Section ITDI-DOST		
Sample and others (see attached)		Client		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	<i>Officer of the day</i> Office of the Chief MSD Building
	1.2 Officer of the day will direct the client to appropriate technical personnel	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-	2.1 Let the client fill out ITDI-F2	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief



<p>F2) online at:  <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a></p> <p>Submit sample/s.</p>	<p>2.2 Send the generated pdf file of ITDI-F2 to Researcher</p>	None	2 minutes	<p>MSD Building</p> <p><i>MSD Technical Staff</i> Office of the Chief MSD Building</p>
	<p>2.3 Researcher will validate thru:  <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a></p>	None	5 minutes	<p><i>MSD Technical Staff</i> Office of the Chief MSD Building</p>
	<p>2.4 Print three(3) copies of generated pdf</p>	None	2 minutes	<p><i>MSD Technical Staff</i> Office of the Chief MSD Building</p>
	<p>2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2</p>	None	2 minutes	<p><i>Chief SRS or Section head, activity leader</i> Staff Room, MSD Building</p>
<p>3. No activity</p> <p>*Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment</p>	<p>3.1 Forward to accounting section for the processing of order of payment</p>	<p>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></p>	<p>Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)</p> <p>Please refer to the Service Specification of cashier's process on Issuance of</p>	<p><i>Administrative Assistant II, Accounting/Budget Section, FMD, Metrology Building</i></p>
	<p>3.2 Issue invoice</p>			<p><i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building</p>



			Invoice, Administrative Division (ADM)	
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	<i>MSD Technical Staff Office of the Chief, MSD Building</i>
5. No activity	5.1 Conduct the testing service	None	4 days, 1 hour	<i>MSD Technical Staff MSD Building</i>
	5.2 Prepare Report of Analysis including revision	None	2 days	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	5.3 Review, approve and signature of Division Chief /OIC/Supervisor	None	1 day	<i>Chief SRS / Sup. SRS Staff Room, MSD Building</i>
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QM-F2 form	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	6.2 Receive the duly accomplished QMS-F2 form	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
7. Receive the Report of Analysis via email / courier or pick-up at the Materials Science Division	7.1 Provide copy of approved/signed Report of Analysis to client	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
<b>TOTAL:</b>		<b>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-">https://itdi.dost.gov.ph/index.php/technical-services-</a></b>	<b>eOP: 7 days 2 hours 1 minute</b>	



	<b>fees/specialized- testing- services/msd- standardized- fees</b>	<b>manual: 7 days 2 hours 4 minutes</b>	
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C. This service is offered by the Nanotechnology/Membrane Laboratory to conduct preliminary evaluation consisting of several stages in testing such as determining the physical properties and compressive strength of red clay sample at four firing temperatures.

#### C.1 Preliminary Evaluation of One Red Clay (for one month)

<b>Office or Division:</b>	Materials Science Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room	





Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section		
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/Cashier Section ITDI-DOST		
Sample and others (see attached)		Client		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	<i>Officer of the day</i> Office of the Chief MSD Building
	1.2 Officer of the day will direct the client to appropriate technical personnel	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
2. Client will fill-up the <i>Request for Technical Service Form</i> (ITDI-F2) online at: <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a>  Submit sample/s.	2.1 Let the client fill-up ITDI-F2	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.3 Send the generated pdf file of ITDI-F2 to Researcher	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.3 Researcher will validate thru: <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a>	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building



	2.4 Print three(3) copies of generated pdf	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2	None	2 minutes	<i>Chief SRS or Section head, activity leader Staff Room, MSD Building</i>
3. No activity  *Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment	3.1 Forward to accounting section for the processing of order of payment          3.2 Issue invoice	See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a>	Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)   Please refer to the Service Specification of cashier's process on Issuance of Invoice, Administrative Division (ADM)	<i>Administrative Assistant II, Accounting/Budget Section, FMD, Metrology Building</i>          <i>Administrative Officer III Cashier Section, ADM, Metrology Building</i>
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	<i>MSD Technical Staff Office of the Chief, MSD Building</i>
5. No activity	5.1 Conduct the testing service	None	30 days, 4 hours	<i>MSD Technical Staff MSD Building</i>



	5.2 Prepare Report of Analysis including revision	None	2 days	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	5.3 Review, approve and signature of Division Chief /OIC/Supervisor	None	1 day	<i>Chief SRS / Sup. SRS Staff Room, MSD Building</i>
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QMS-F2 form	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	6.2 Receive the duly accomplished QMS-F2 form	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
7. Receive the Report of Analysis via email / courier or pick-up at the Materials Science Division	7.1 Provide copy of approved/signed Report of Analysis to client	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
<b>TOTAL:</b>		<b>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></b>	<b>eOP: 33 days 5 hours 1 minute  manual: 33 days 5 hours 4 minutes</b>	

Preliminary Evaluation of One Red Clay is qualified for multi-stage processing



- D. These services are offered by Materials Development (Matdev) Laboratory for Use of Facility to 3D print materials.
- D.1 Composite FDM 3D Printing using Markforged Marktwo (Material: Pure Onyx) Use of Electrospinning apparatus
  - D.2 Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous Carbon fiber)
  - D.3 Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous Fiber glass)
  - D.4 Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous Kevlar)
  - D.5 Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous HSHT Glass)
  - D.6 FDM 3D Printing using Ultimaker S5
  - D.7 High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEKK)
  - D.8 High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEI)
  - D.9 High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEEK)
  - D.10 SLA 3D Printing using FORMLABS FORM 2 (Ceramic)
  - D.11 SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Standard Resin)
  - D.12 SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Tough Resin)
  - D.13 SLA 3D Printing using FORMLABS FORM 2 (Resin Type: High Temp. Resin)
  - D.14 SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Dental SG Resin)
  - D.15 SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Dental LT Resin)

<b>Office or Division:</b>	Materials Science Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room
Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/Cashier Section ITDI-DOST



Sample and others (see attached)		Client		
Exit Pass (2 original copies for client, 1 photocopy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	Officer of the day Office of the Chief MSD Building
	1.2 Officer of the day will direct the client to appropriate technical personnel	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-F2) online at: <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a>  Submit the .STL file of the design	2.1 Let the client fill-out ITDI-F2	None	10 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.2 Send the generated pdf file of ITDI-F2 to Researcher	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.3 Researcher will validate thru: <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a>	None	5 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.4 Print three(3) copies of generated pdf	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
			None	2 minutes



	2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2			Staff Room, MSD Building
3. No activity  *Pay the required fees Option 1: Pay to the Cashier Option 2: E- payment	3.1 Forward to accounting section for the processing of order of payment          3.2 Issue invoice	See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/material-development-lab-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/material-development-lab-fees</a>	Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)  Please refer to the Service Specification of cashier's process on Issuance of Invoice Administrative Division (ADM)	<i>Administrative Assistant II,</i> Accounting/Budget Section, FMD, Metrology Building          <i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief, MSD Building
5. No activity	5.1 Conduct the testing service	None	2 days, 6 hours	<i>MSD Technical Staff</i> MSD Building
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QMS-F2. form  6.2 Receive the duly accomplished QMS-F2 form	None  None	10 minutes  2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building   <i>MSD Technical Staff</i> Office of the Chief



				MSD Building
7. Receive processed samples.	7.1 Give a copy of exit pass.	None	5 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	7.2 Receive and check entry of duly accomplished exit pass.	None	5 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	7.3 Division chief/ OIC/ Section head will sign the exit pass.	None	5 minutes	<i>Chief SRS or Section head Staff Room, MSD Building</i>
	7.4 Give processed samples.	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
<b>TOTAL:</b>		<b>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/material-development-lab-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/material-development-lab-fees</a></b>	<b>eOP: 2 days 7 hours 8 minutes  manual: 2 days 7 hours 11 minutes</b>	



E. These services are offered by MSD for Use of Facility to scan sample/s.

- E.1 Artec Space Spider 3D Handheld Scanner (Small Size 5-10 cm)
- E.2 Artec Space Spider 3D Handheld Scanner (Medium Size 10-20 cm)
- E.3 Artec Space Spider 3D Handheld Scanner (Large Size 20-30 cm)

Office or Division:	Materials Science Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section		
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/Cashier Section ITDI-DOST		
Sample and others (see attached)		Client		
Exit Pass (2 original copies for client, 1 photocopy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	Officer of the day Office of the Chief MSD Building





	1.2 Officer of the day will direct the client to appropriate technical personnel	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-F2) online at: <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a>  Submit the .STL file of the design	2.1 Let the client fill out ITDI-F2	None	10 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.2 Send the generated pdf file of ITDI-F2 to Researcher	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.3 Researcher will validate thru: <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a>	None	5 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.4 Print three(3) copies of generated pdf	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
	2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2	None	2 minutes	Chief SRS or Section head, activity leader Staff Room, MSD Building
3. No activity  *Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment	3.1 Forward to accounting section for the processing of order of payment	See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/material-">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/material-</a>	Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)	Administrative Assistant II, Accounting/Budget Section, FMD, Metrology Building



	3.2 Issue invoice	development-lab-fees	Please refer to the Service Specification of cashier's process on Issuance of Invoice, Administrative Division (ADM)	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief, MSD Building
5. No activity	5.1 Conduct the testing service	None	3 days, 1 hour	<i>MSD Technical Staff</i> MSD Building
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QMS-F2. form	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	6.2 Receive the duly accomplished QMS-F2 form	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
7. Receive processed samples.	7.1 Give a copy of exit pass.	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	7.2 Receive and check entry of duly accomplished exit pass.	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	7.3 Division chief/ OIC/ Section head will sign the exit pass.	None	5 minutes	<i>Chief SRS or</i> <i>Section head</i> Staff Room, MSD Building



	7.4 Give processed samples.	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
<b>TOTAL:</b>		See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/material-development-lab-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/material-development-lab-fees</a>	eOP: 3 days 2 hours 8 minutes  manual: 3 days 2 hours 11 minutes	



F. These services are offered by MSD for Testing/Analysis to characterize materials.

F.1 2D and 3D Optical Imaging using Keyence VHX-7000

F.2 2D and 3D Optical Imaging with Measurements using Keyence VHX-7000

<b>Office or Division:</b>	Materials Science Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Technical Service form, ITDI-F2 (2 original copies 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section		
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/Cashier Section ITDI-DOST		
Sample and others (see attached)		Client		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	<i>Officer of the day</i> Office of the Chief MSD Building
	1.2 Officer of the day will direct the client to	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building



	appropriate technical personnel			
<p>2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-F2) online at:  <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a></p> <p>Submit sample/s.</p>	2.1 Let the client fill out ITDI-F2	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	2.2 Send the generated pdf file of ITDI-F2 to Researcher	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	2.3 Researcher will validate thru: <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a>	None	5 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	2.4 Print three(3) copies of generated pdf	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2	None	2 minutes	<i>Chief SRS or Section head, activity leader Staff Room, MSD Building</i>
<p>3. No activity</p> <p>*Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment</p>	<p>3.1 Forward to accounting section for the processing of order of payment</p> <p>3.2 Issue invoice</p>	<p>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></p>	<p>Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)</p>	<p><i>Administrative Assistant II, Accounting/Budget Section, FMD, Metrology Building</i></p>



			Please refer to the Service Specification of cashier's process on Issuance of Invoice, Administrative Division (ADM)	Administrative Officer III Cashier Section, ADM, Metrology Building
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	MSD Technical Staff Office of the Chief, MSD Building
5. No activity	5.1 Conduct the testing service	None	2 days, 1 hour	MSD Technical Staff MSD Building
	5.2 Prepare Report of Analysis including revision	None	2 days	MSD Technical Staff Office of the Chief MSD Building
	5.3 Review, approve and signature of Division Chief /OIC/Supervisor	None	1 day	Chief SRS / Sup. SRS Staff Room, MSD Building
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QMS-F2 form	None	10 minutes	MSD Technical Staff Office of the Chief MSD Building
	6.2 Receive the duly accomplished QMS-F2 form	None	2 minutes	MSD Technical Staff Office of the Chief MSD Building
7. Receive the Report of Analysis via email / courier or pick-up at the Materials Science Division	7.1 Provide copy of approved/signed Report of Analysis to client	None	10 minutes	MSD Technical Staff Office of the Chief MSD Building



<b>TOTAL:</b>	<b>See attached and  <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></b>	<b>eOP:</b> <b>5 days  2 hours  1 minute</b>  <b>manual:</b> <b>5 days  2 hours  4 minutes</b>	
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F.3 Dynamic Mechanical Analysis with Tg Determination using Hitachi DMA7100 w/ Positive Temp.

F.4 Dynamic Mechanical Analysis with Tg Determination using Hitachi DMA7100 w/ Negative Temp.

<b>Office or Division:</b>	Materials Science Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government		
<b>Who may avail:</b>	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request for Technical Service form, ITDI-F2 (2 original copies, 1 for client, 1 for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room	



Order of payment (1 original copy for Accounting Section)		ITD/ Financial Management Division (FMD) Building/Accounting Section		
Invoice (1 original copy for client, 1 photocopy for MSD)		ITDI/ Administrative Division (ADM) Building/Cashier Section ITDI-DOST		
Sample and others (see attached)		Client		
Client Satisfaction Measurement Form, QMS-F2 (1 original copy for MSD)		ITDI/ Materials Science Division (MSD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the day will accommodate the client on their inquiry	None	2 minutes	<i>Officer of the day</i> Office of the Chief MSD Building
	1.2 Officer of the day will direct the client to appropriate technical personnel	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
2. Client will fill out the <i>Request for Technical Service Form</i> (ITDI-F2) online at: <a href="https://request.itdi.com.ph/service">https://request.itdi.com.ph/service</a>  Submit sample/s.	2.1 Let the client fill out ITDI-F2	None	10 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.2 Send the generated pdf file of ITDI-F2 to Researcher	None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
	2.3 Researcher will validate thru: <a href="https://techservice.itdi.com.ph/web/site/login">https://techservice.itdi.com.ph/web/site/login</a>	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief MSD Building
		None	2 minutes	<i>MSD Technical Staff</i> Office of the Chief





	2.4 Print three(3) copies of generated pdf  2.5 Division chief/ OIC/ Section head, activity leader will sign ITDI-F2	None	2 minutes	MSD Building  <i>Chief SRS or Section head, activity leader</i> Staff Room, MSD Building
3. No activity  *Pay the required fees Option 1: Pay to the Cashier Option 2: E-payment	3.1 Forward to accounting section for the processing of order of payment          3.2 Issue invoice	See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a>	Please refer to the Service Specification process on Order of Payment, Finance and Management Division (FMD)       Please refer to the Service Specification of cashier's process on Issuance of Invoice, Administrative Division (ADM)	<i>Administrative Assistant II,</i> Accounting/Budget Section, FMD, Metrology Building       <i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
4. Secure the original copy of invoice and sign the receiving copy	4.1 Provide the original copy of the invoice to the client and facilitate signing of the receiving copy	None	5 minutes	<i>MSD Technical Staff</i> Office of the Chief, MSD Building
5. No activity	5.1 Conduct the testing service	None	4 days, 1 hour	<i>MSD Technical Staff</i> MSD Building
	5.2 Prepare Report of Analysis including revision	None	2 days	<i>MSD Technical Staff</i> Office of the Chief



	5.3 Review, approve and signature of Division Chief /OIC/Supervisor	None	1 day	MSD Building <i>Chief SRS / Sup. SRS Staff Room, MSD Building</i>
6. Fill-out the Client Satisfaction Measurement Form, QMS-F2	6.1 Provide the client with QMS-F2 form	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
	6.2 Receive the duly accomplished QMS-F2 form	None	2 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
7. Receive the Report of Analysis via email / courier or pick-up at the Materials Science Division	7.1 Provide copy of approved/signed Report of Analysis to client	None	10 minutes	<i>MSD Technical Staff Office of the Chief MSD Building</i>
<b>TOTAL:</b>		<b>See attached and <a href="https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees">https://itdi.dost.gov.ph/index.php/technical-services-fees/specialized-testing-services/msd-standardized-fees</a></b>	<b>eOP: 7 days 2 hours 1 minute  manual: 7 days 2 hours 4 minutes</b>	



**Materials Science Division (MSD) Technical Services  
(Standardized Fees)**

**I. Nanotechnology/Membrane Laboratory**

No.	SERVICE NAME	LIST OF REQUIREMENTS	REQUIRED FEES, Php	
			Client	Student
A.1	Use of Compression Molding machine	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed (1-8kg.)</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	1,049.00	839.00
A.2	Use of Grinder	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed (3-10kg.)</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	610.00	488.00
A.3	Use of Twin Screw Extruder	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed (1-10kg.)</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	4,137.00	3,310.00
A.4	Use of Two Roll Mill and Compression Machine	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed (1-8kg.)</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	2,227.00	1,782.00



A.5	Firing Using 5kW Kiln (Firing Temperature: 800°C-1000°C)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be tested (powder-maximum of 1kg., solid- maximum of 2pcs. bricks with size 6cm x 12cm x 24cm (L x W x H))</li> <li>● QMS-F2</li> </ul>	1,018.00	814.00
A.6	Pot milling of Mineral Powder, 500g – 1kg capacity (24 hours)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed (500-1000 grams)</li> <li>● Exit pass</li> <li>● QMS-F2</li> </ul>	1,844.00	1,476.00
B.1	Determination of water absorption for Ceramics	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be tested (3 samples)</li> <li>● QMS-F2</li> </ul>	1,037.00	830.00
B.2	Elemental Analysis by X-ray Fluorescence / Wave Dispersive (WD-XRF): One sample	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be tested (1 sample, at least 10 gm)</li> <li>● QMS-F2</li> </ul>	4,685.00	3,748.00
B.3	Particle Size Analysis by Dynamic Light Scattering: One sample	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be tested (at least 3 grams powder samples, dispersing medium, Refractive</li> </ul>	2,611.00	2,089.00



		Index (RI) of the powder dispersing medium) ● QMS-F2		
B.4	Specular Gloss Measurement	● ITDI-F2 ● Order of payment ● Invoice ● Sample/s to be tested (3 replicates of test panels, minimum size of 50mm x 100mm) ● QMS-F2	536.00	428.00
B.5	X-ray Diffraction Analysis (raw data - ASCII file)	● ITDI-F2 ● Order of payment ● Invoice ● Sample/s to be tested (at least 10 grams powder) ● raw data (ASCII file) ● QMS-F2	4,480.00	3,583.00
B.6	Surface Roughness by Imaging with measurement by Atomic Force Microscope (AFM)	● ITDI-F2 ● Order of payment ● Invoice ● Sample/s to be tested (1 flat sample, maximum diameter of 18mm, maximum height of 8mm) ● QMS-F2	4,338.00	3,471.00
B.7	TEM Imaging and Diffraction (4 images and 4 SEAD images /sample or 4 images and 2 NBD images/sample)	● ITDI-F2 ● Order of payment ● Invoice ● Sample/s to be tested (at least 1gram powder/colloidal solution) ● QMS-F2	16,169.00	12,936.00
B.8	TEM Imaging (Bright and Dark Field) (4 images/ sample)	● ITDI-F2 ● Order of payment ● Invoice	11,925.00	9,540.00



		<ul style="list-style-type: none"> <li>• Sample/s to be tested (at least 1 gram of powder/colloidal solution)</li> <li>• QMS-F2</li> </ul>		
B.9	TEM Imaging EDS Analysis (4 images and 4 points analysis /sample)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be tested (at least 1 gram powder/colloidal solution)</li> <li>• QMS-F2</li> </ul>	16,169.00	12,936.00
B.10	TEM Imaging, Diffraction and EDS (4 images and 4 SEAD images /sample or 4 images and 2 NBD images/sample)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be tested (at least 1 gram powder/colloidal solution)</li> <li>• QMS-F2</li> </ul>	17,043.00	13,635.00
C.1	Preliminary Evaluation of One Red Clay Sample (one month)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be tested (10kg)</li> <li>• QMS-F2</li> </ul>	7,615.00	6,092.00

## II. Materials Development(Matdev) Laboratory

NO.	SERVICE NAME	LIST OF REQUIREMENTS	REQUIRED FEES, Php	
			Client	Student
A.1	Composite FDM 3D Printing using Markforged Marktwo (Material: Pure Onyx)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed: <ul style="list-style-type: none"> <li>- .STL file of the sample to be printed</li> <li>- Printable within 8 hours using the parameters set by the client</li> </ul> </li> </ul>	2135.00	1707.00



		<ul style="list-style-type: none"> <li>- Design must be printable within 320 mm x 132 mm x 154 mm (L x W x H)</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>		
A.2	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous Carbon fiber)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment, Invoice</li> <li>• Sample/s to be processed: <ul style="list-style-type: none"> <li>- .STL file of the sample to be printed</li> <li>- Printable within 8 hours using the parameters set by the client</li> <li>- Design must be printable within 320 mm x 132 mm x 154 mm (L x W x H)</li> </ul> </li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	7538.00	6030.00
A.3	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous Fiber glass)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed: <ul style="list-style-type: none"> <li>- .STL file of the sample to be printed</li> <li>- Printable within 8 hours using the parameters set by the client</li> <li>- Design must be printable within 320 mm x 132 mm x 154 mm (L x W x H)</li> </ul> </li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	4800.00	3839.00
A.4	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous Kevlar)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed: <ul style="list-style-type: none"> <li>- .STL file of the sample to be printed</li> <li>- Printable within 8 hours using the parameters set by the client</li> <li>- Design must be printable within 320 mm x 132 mm x 154 mm (L x W x H)</li> </ul> </li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	5487.00	4389.00



A.5	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous HSHT Glass)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed: <ul style="list-style-type: none"> <li>- .STL file of the sample to be printed</li> <li>- Printable within 8 hours using the parameters set by the client</li> <li>- Design must be printable within 320 mm x 132 mm x 154 mm (L x W x H)</li> </ul> </li> <li>● Exit Pass</li> <li>● QMS-F2</li> </ul>	5487.00	4389.00
A.6	FDM 3D Printing using Ultimaker S5	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed: <ul style="list-style-type: none"> <li>- .STL file of the sample to be printed</li> <li>- Printable within 8 hours using the parameters set by the client</li> <li>- Design must be printable within 330 mm x 240 mm x 300 mm (L x W x H)</li> </ul> </li> <li>● Exit Pass</li> <li>● QMS-F2</li> </ul>	1963.00	1570.00
A.7	High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEKK)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed: <ul style="list-style-type: none"> <li>- .STL file of the sample to be printed</li> <li>- Printable within 8 hours using the parameters set by the client</li> <li>- Design must be printable within 305 mm x 305 mm x 406 mm (L x W x H)</li> </ul> </li> <li>● Exit Pass</li> <li>● QMS-F2</li> </ul>	5150.00	4120.00
A.8	High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEI)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed:</li> </ul>	4067.00	3253.00





		<ul style="list-style-type: none"> <li>- .STL file of the sample to be printed</li> <li>- Printable within 8 hours using the parameters set by the client</li> <li>- Design must be printable within 305 mm x 305 mm x 406 mm (L x W x H)</li> <li>● Exit Pass</li> <li>● QMS-F2</li> </ul>		
A.9	High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEEK)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed:</li> <li>- .STL file of the sample to be printed</li> <li>- Printable within 8 hours using the parameters set by the client</li> <li>- Design must be printable within 305 mm x 305 mm x 406 mm (L x W x H)</li> <li>● Exit Pass</li> <li>● QMS-F2</li> </ul>	5036.00	4028.00
A.10	SLA 3D Printing using FORMLABS FORM 2 (Ceramic)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed:</li> <li>- .STL file of the sample to be printed</li> <li>- Design printing time allowable within 8 hours</li> <li>- Design must be printable within 145 mm x 145 mm x 175 mm (L x W x H)</li> <li>● Exit Pass</li> <li>● QMS-F2</li> </ul>	2964.00	2371.00
A.11	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Standard Resin)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed:</li> <li>- .STL file of the sample to be printed</li> <li>- Design printing time allowable within 8 hours</li> </ul>	3694.00	2955.00



		<ul style="list-style-type: none"> <li>- Design must be printable within 145 mm x 145 mm x 175 mm (L x W x H)</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>		
A.12	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Tough Resin)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed:</li> <li>- .STL file of the sample to be printed</li> <li>- Design printing time allowable within 8 hours</li> <li>- Design must be printable within 145 mm x 145 mm x 175 mm (L x W x H)</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	5024.00	4018.00
A.13	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: High Temp. Resin)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed:</li> <li>- .STL file of the sample to be printed</li> <li>- Design printing time allowable within 8 hours</li> <li>- Design must be printable within 145 mm x 145 mm x 175 mm (L x W x H)</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	5595.00	4475.00
A.14	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Dental SG Resin)	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be processed:</li> <li>- .STL file of the sample to be printed</li> <li>- Design printing time allowable within 8 hours</li> <li>- Design must be printable within 145 mm x 145 mm x 175 mm (L x W x H)</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>	7308.00	5847.00



A.15	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Dental LT Resin)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed: <ul style="list-style-type: none"> <li>- .STL file of the sample to be printed</li> <li>- Design printing time allowable within 8 hours</li> <li>- Design must be printable within 145 mm x 145 mm x 175 mm (L x W x H)</li> </ul> </li> <li>● Exit Pass</li> <li>● QMS-F2</li> </ul>	8451.00	6760.00
B.1	Artec Space Spider 3D Handheld Scanner (Small Size 5-10 cm)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed: <ul style="list-style-type: none"> <li>- Actual sample to be scanned</li> <li>- Dimensions (L, W, H) not smaller than 5 cm and not exceeding 10 cm</li> <li>- Sample must be opaque</li> <li>- Samples must be free from dust, rust, or any kind of debris</li> </ul> </li> <li>● Exit Pass</li> <li>● QMS-F2</li> </ul>	1133.00	905.00
B.2	Artec Space Spider 3D Handheld Scanner (Medium Size 10-20 cm)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed: <ul style="list-style-type: none"> <li>- Actual sample to be scanned</li> <li>- Dimensions (L, W, H) not smaller than 10 cm and not exceeding 20 cm</li> <li>- Sample must be opaque</li> <li>- Samples must be free from dust, rust, or any kind of debris</li> </ul> </li> <li>● Exit Pass</li> <li>● QMS-F2</li> </ul>	1628.00	1301.00
B.3	Artec Space Spider 3D Handheld Scanner (Large Size 20-30 cm)	<ul style="list-style-type: none"> <li>● ITDI-F2</li> <li>● Order of payment</li> <li>● Invoice</li> <li>● Sample/s to be processed:</li> </ul>	3255.00	2604.00



		<ul style="list-style-type: none"> <li>- Actual sample to be scanned</li> <li>- Dimensions (L, W, H) not smaller than 20 cm and not exceeding 30 cm</li> <li>- Sample must be opaque</li> <li>- Samples must be free from dust, rust, or any kind of debris</li> <li>• Exit Pass</li> <li>• QMS-F2</li> </ul>		
C.1	2D and 3D Optical Imaging using Keyence VHX-7000	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be tested (1 sample, maximum size of 30 mm x 30 mm)</li> <li>• QMS-F2</li> </ul>	2617.00	2094.00
C.2	2D and 3D Optical Imaging with Measurements using Keyence VHX-7000	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be tested (1 sample, maximum size of 30 mm x 30 mm)</li> <li>• QMS-F2</li> </ul>	3278.00	2622.00
C.3	Dynamic Mechanical Analysis with Tg Determination using Hitachi DMA7100 w/ positive Temp.	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be tested (Sample dimensions dependent on the material according to the manual and published studies)</li> <li>• QMS-F2</li> </ul>	4012.00	3211.00
C.4	Dynamic Mechanical Analysis with Tg Determination using Hitachi DMA7100 w/ negative Temp.	<ul style="list-style-type: none"> <li>• ITDI-F2</li> <li>• Order of payment</li> <li>• Invoice</li> <li>• Sample/s to be tested (Sample dimensions dependent on the material according to the manual and published studies)</li> <li>• QMS-F2</li> </ul>	5564.00	4453.00



## **V. List of Services**

### **E. ADVANCED DEVICE AND MATERIALS TESTING LABORATORY (ADMATEL)**

#### **External and Internal Services**



## External Service

### Provision of Test and Technical Services for External Customers

Technical discussion prior to acceptance of samples will be conducted to assess if the samples are appropriate for the selected test method/s. Test Reports are then released to customers through pick-up, courier services or through email messaging.

<b>Office or Division:</b>	ADMATEL/Materials Science Division - ITDI-DOST	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Technical Service Request (TSR) Form (1 original, 2 photocopies)		ADMATEL Building ADMATEL Technical Staff (through email)
2) Payment for test fees a) cash or check (if over the counter) b) online fund transfer (if e-payment)		Customer availing the test service or their authorized representative
3a) For students: 1) Student I.D. (1 photocopy) 2) Proof of enrollment (1 photocopy) 3b) For senior citizens:		Customer availing the test service or their authorized representative



1) Senior Citizen I.D. (1 photocopy) 3c) For PWD: 1) PWD I.D. (1 photocopy)	
4) Invoice (1 original)	ITDI/Metrology Building/Cashier - 2nd floor ITDI Cashier (through email)
5) Sample/s for analysis  Sample Special Requirements: <ul style="list-style-type: none"> <li>● <b>2D X-ray</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: non-motile</li> <li>○ sample size: 1 mm x 1 mm to 120 cm (H) x 80 cm (W)</li> </ul> </li> <li>● <b>3D Computed Tomography X-ray</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: non-motile</li> <li>○ sample size: 1 mm x 1 mm to 120 cm (H) x 80 cm (W)</li> </ul> </li> <li>● <b>AES Chemical State Analysis, Depth Profile, Line Analysis, Mapping, Point Analysis</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: preferably electrically conducting</li> <li>○ sample size: 20 mm maximum (L and W)</li> </ul> </li> <li>● <b>Chemical Decapsulation</b> <ul style="list-style-type: none"> <li>○ sample size: 1 mm</li> </ul> </li> <li>● <b>Differential Scanning Calorimetry</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: organic, inorganic (0 to 450°C)</li> <li>○ sample size: 15 mg (minimum)</li> </ul> </li> <li>● <b>FESEM Imaging, FESEM Imaging with EDX Line Analysis, Mapping, Point Analysis</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: semiconductors, metals, polymers, nanoparticles, powders, fibers</li> <li>○ sample size: 1 to 5 inches (length/width), 1 inch maximum (height)</li> </ul> </li> <li>● <b>FIB Sectioning with FESEM Imaging</b></li> </ul>	From customer availing the test service or their authorized representative



<ul style="list-style-type: none"> <li>○ sample/s for analysis: semiconductors, metals,</li> <li>○ sample size: 1 to 5 inches (length/width), 1 inch maximum (height)</li> <li>● <b>FTIR Microspectroscopy (with or no ID)</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: organic</li> <li>○ sample size: 50 <math>\mu\text{m}</math> (minimum)</li> </ul> </li> <li>● <b>FTIR Spectroscopy (with or no ID)</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: organic</li> <li>○ sample size: 2 mm (minimum)</li> </ul> </li> <li>● <b>Handheld XRF</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: metals and alloys</li> <li>○ sample size: at least 5x5 cm flat surface</li> </ul> </li> <li>● <b>Ion Milling</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: molded cross-sectioned samples, IC's, PCB's, powders</li> <li>○ sample size: 2 mm x 10 mm x 11 mm</li> </ul> </li> <li>● <b>Lamella Preparation</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: semiconductors, metals,</li> <li>○ sample size: 1 to 5 inches (length/width), 1 inch maximum (height)</li> </ul> </li> <li>● <b>Laser Decapsulation</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: glass, ICs</li> <li>○ sample size: 1 mm</li> </ul> </li> <li>● <b>Mechanical Preparation</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: metals, alloys, electronics devices, polymers (plastics)</li> <li>○ sample size: 5 x 5 cm (molded), 12.5 cm (non-molded)</li> </ul> </li> <li>● <b>Optical Microscopy</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: metals, alloys, electronic devices, polymers (plastics), coarse powders</li> </ul> </li> </ul>	
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<ul style="list-style-type: none"> <li>○ sample size: 10 um (minimum)</li> <li>● <b>Simultaneous Thermal Analysis</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: organic, inorganic (0 to 450°C)</li> <li>○ sample size: 15 mg (minimum)</li> </ul> </li> <li>● <b>STEM Imaging</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: lamellae</li> <li>○ sample size: 100 nm maximum (thickness)</li> </ul> </li> <li>● <b>TG-IR</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: organic</li> <li>○ sample size: 50 um (minimum)</li> </ul> </li> <li>● <b>TOFSIMS 3D Mapping, Depth Profiling, Mapping, Surface Spectroscopy</b> <ul style="list-style-type: none"> <li>○ sample/s for analysis: semiconductors, metals, polymers, powders, fibers</li> <li>○ sample size: 1 to 5 inches (length/width), 1 cm maximum (height)</li> </ul> </li> </ul>				
CUSTOMER STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Customer enters the test request in the ADMATEL Technical Services Portal ( <a href="http://admatel-request.itdi.ph">admatel-request.itdi.ph</a> ) and generates a Request Reference Number (RRN). All details pertaining to the sample/s, specific instructions for analysis and customer contact information must be provided.	1.1 Assigned laboratory head/analyst assists the customer while entering the request and notes the RRN.	None	5 minutes	<p><i>Supervising SRS</i> Supervisor's Room ADMATEL Building</p> <p><i>Senior SRS</i> Visiting Expert's Room ADMATEL Building</p> <p><i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building</p>



<p>2. Customer submits the sample/s for analysis. For students, senior citizens and PWD's, supporting documents such as valid ID and proof of enrollment must also be submitted.</p>	<p>2.1 Assigned laboratory head/analyst validates the request, generates the Technical Service Request (TSR) form, receives the sample/s and attaches a sticker label accordingly.</p> <p>2.2 Customer service officer photocopies the supporting documents and attaches it to the TSR.</p>	<p>None</p>	<p>10 minutes</p> <p>2 minutes</p>	<p><i>Supervising SRS</i> Supervisor's Room ADMATEL Building</p> <p><i>Senior SRS</i> Visiting Expert's Room ADMATEL Building</p> <p><i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building</p> <p><i>Customer Service Officer</i> Lobby Desk ADMATEL Building</p>
<p>3. Customer signs the Technical Service Request (TSR) form and routes it for approval of the Division Chief.</p>	<p>3.1 Assigned Laboratory Head/Analyst signs the approval box in the TSR and forwards it to the Laboratory Manager for second level approval.</p> <p>3.2 Division Chief signs the TSR.</p>	<p>None</p>	<p>5 minutes</p> <p>10 minutes</p>	<p><i>Division Chief</i> Office of the Chief Materials Science Division</p> <p><i>Supervising SRS</i> Supervisor's Room ADMATEL Building</p> <p><i>Senior SRS</i> Visiting Expert's Room ADMATEL Building</p> <p><i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building</p>



4. Customer proceeds to the ITDI Cashier for full payment of fees and receives an Invoice. For online payment, customers use the payment link sent through email by the ITDI Cashier and receives an Invoice through email as well.	4.1 Customer Service Officer provides the customer with 3 copies of the approved TSR (original and 2 photocopies) to present to the ITDI Cashier.	Please refer to "ADMATEL Schedule of Fees and Charges," after the service specification table.	2 minutes	<i>Customer Service Officer</i> Lobby Desk ADMATEL Building  <i>Administrative Officer III</i> Cashier's Office Metrology Building
	4.2 For online payments, the Cashier sends the payment link to the customer's email provided in the TSR.		1 minute	
	4.3 Cashier issues an Invoice for over the counter payments.		5 minutes	
5. Customer observes the actual conduct of the analysis (upon request and under the discretion of ADMATEL).	5.1 Assigned Laboratory Head/Analyst assists the customer inside the laboratory and performs the analysis as per customer instructions.	None	5 days	<i>Supervising SRS</i> Supervisor's Room ADMATEL Building  <i>Senior SRS</i> Visiting Expert's Room ADMATEL Building  <i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building
6. Customer claims the test results (hardcopy) and/or receives it through email	6.1 Customer Service Officer asks for the customer's valid ID, authorization	None	3 minutes	<i>Customer Service Officer</i> Lobby Desk ADMATEL Building



(softcopy) and fills out the Customer Satisfaction Survey Form (CSSF).	letter (if a representative is claiming the results) and Invoice.			
	6.2 Assigned Lab Head/Analyst releases the printed approved Report of Analysis (ROA)/raw test data saved in media.		7 minutes	<i>Supervising SRS</i> Supervisor's Room ADMATEL Building  <i>Senior SRS</i> Visiting Expert's Room ADMATEL Building  <i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building
	6.3 Assigned Lab Head/Analyst or Customer Service Officer requests the customer to fill out the CSSF.		5 minutes	
	6.4 Assigned Lab Head/Analyst returns sample/s to customer (if requested).		5 minutes	
<b>TOTAL:</b>			<b>5 days, 1 hour</b>	



## Internal Service

### Provision of Test and Technical Services for Internal Customers

Technical discussion prior to acceptance of samples will be conducted to assess if the samples are appropriate for the selected test method/s. Test Reports are then released to customers through pick-up, courier services or through email messaging.

<b>Office or Division:</b>	ADMATEL/Materials Science Division - ITDI-DOST	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Technical Service Request (TSR) Form (1 original)		ADMATEL Building ADMATEL Technical Staff (through email)
2) Sample/s for analysis  Sample Special Requirements: <ul style="list-style-type: none"><li>● <b>2D X-ray</b><ul style="list-style-type: none"><li>○ sample/s for analysis: non-motile</li><li>○ sample size: 1 mm x 1 mm to 120 cm (H) x 80 cm (W)</li></ul></li><li>● <b>3D Computed Tomography X-ray</b></li></ul>		From customer availing the test service or their authorized representative



- sample/s for analysis: non-motile
- sample size: 1 mm x 1 mm to 120 cm (H) x 80 cm (W)
- **AES Chemical State Analysis, Depth Profile, Line Analysis, Mapping, Point Analysis**
  - sample/s for analysis: preferably electrically conducting
  - sample size: 20 mm maximum (L and W)
- **Chemical Decapsulation**
  - sample size: 1 mm
- **Differential Scanning Calorimetry**
  - sample/s for analysis: organic, inorganic (0 to 450°C)
  - sample size: 15 mg (minimum)
- **FESEM Imaging, FESEM Imaging with EDX Line Analysis, Mapping, Point Analysis**
  - sample/s for analysis: semiconductors, metals, polymers, nanoparticles, powders, fibers
  - sample size: 1 to 5 inches (length/width), 1 inch maximum (height)
- **FIB Sectioning with FESEM Imaging**
  - sample/s for analysis: semiconductors, metals,
  - sample size: 1 to 5 inches (length/width), 1 inch maximum (height)
- **FTIR Microspectroscopy (with or no ID)**
  - sample/s for analysis: organic
  - sample size: 50  $\mu$ m (minimum)
- **FTIR Spectroscopy (with or no ID)**
  - sample/s for analysis: organic
  - sample size: 2 mm (minimum)
- **Handheld XRF**
  - sample/s for analysis: metals and alloys
  - sample size: at least 5x5 cm flat surface



- **Ion Milling**
  - sample/s for analysis: molded cross-sectioned samples, IC's, PCB's, powders
  - sample size: 2 mm x 10 mm x 11 mm
- **Lamella Preparation**
  - sample/s for analysis: semiconductors, metals,
  - sample size: 1 to 5 inches (length/width), 1 inch maximum (height)
- **Laser Decapsulation**
  - sample/s for analysis: glass, ICs
  - sample size: 1 mm
- **Mechanical Preparation**
  - sample/s for analysis: metals, alloys, electronics devices, polymers (plastics)
  - sample size: 5 x 5 cm (molded), 12.5 cm (non-molded)
- **Optical Microscopy**
  - sample/s for analysis: metals, alloys, electronic devices, polymers (plastics), coarse powders
  - sample size: 10 um (minimum)
- **Simultaneous Thermal Analysis**
  - sample/s for analysis: organic, inorganic (0 to 450°C)
  - sample size: 15 mg (minimum)
- **STEM Imaging**
  - sample/s for analysis: lamellae
  - sample size: 100 nm maximum (thickness)
- **TG-IR**
  - sample/s for analysis: organic
  - sample size: 50 um (minimum)
- **TOFSIMS 3D Mapping, Depth Profiling, Mapping, Surface Spectroscopy**

<ul style="list-style-type: none"> <li>○ sample/s for analysis: semiconductors, metals, polymers, powders, fibers</li> <li>○ sample size: 1 to 5 inches (length/width), 1 cm maximum (height)</li> </ul>				
CUSTOMER STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Customer enters the test request in the ADMATEL Technical Services Portal ( <a href="http://admatel-request.itdi.ph">admatel-request.itdi.ph</a> ) and generates a Request Reference Number (RRN). All details pertaining to the sample/s, specific instructions for analysis and customer contact information must be provided.	1.1 Assigned laboratory head/analyst assists the customer while entering the request and notes the RRN.	None	5 minutes	<i>Supervising SRS</i> Supervisor's Room ADMATEL Building  <i>Senior SRS</i> Visiting Expert's Room ADMATEL Building  <i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building
2. Customer submits the sample/s for analysis. For students, senior citizens and PWD's, supporting documents such as valid ID and proof of enrollment must also be submitted.	2.1 Assigned laboratory head/analyst validates the request, generates the Technical Service Request (TSR) form, receives the sample/s and attaches a sticker label accordingly.  2.2 Customer service officer photocopies the supporting documents and attaches it to the TSR.	None	10 minutes          2 minutes	<i>Supervising SRS</i> Supervisor's Room ADMATEL Building  <i>Senior SRS</i> Visiting Expert's Room ADMATEL Building  <i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building  <i>Customer Service Officer</i> Lobby Desk





				ADMATEL Building
3. Customer signs the Technical Service Request (TSR) form and routes it for approval of the Division Chief.	3.1 Assigned Laboratory Head/Analyst signs the approval box in the TSR and forwards it to the Laboratory Manager for second level approval.	None	5 minutes	<i>Division Chief</i> Office of the Chief Materials Science Division  <i>Supervising SRS</i> Supervisor's Room ADMATEL Building
	3.2 Division Chief signs the TSR.		10 minutes	<i>Senior SRS</i> Visiting Expert's Room ADMATEL Building  <i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building
4. Customer observes the actual conduct of the analysis (upon request and under the discretion of ADMATEL).	4.1 Assigned Laboratory Head/Analyst assists the customer inside the laboratory and performs the analysis as per customer instructions.	None	5 days	<i>Supervising SRS</i> Supervisor's Room ADMATEL Building  <i>Senior SRS</i> Visiting Expert's Room ADMATEL Building  <i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building
5. Customer claims the test results (hardcopy) and/or receives it through email (softcopy) and fills out the	5.1 Customer Service Officer asks for the customer's valid ID and authorization letter (if a	None	3 minutes	<i>Customer Service Officer</i> Lobby Desk ADMATEL Building



Customer Satisfaction Survey Form (CSSF).	representative is claiming the results)			
	5.2 Assigned Lab Head/Analyst releases the printed approved Report of Analysis (ROA)/raw test data saved in media.		7 minutes	<i>Supervising SRS</i> Supervisor's Room ADMATEL Building  <i>Senior SRS</i> Visiting Expert's Room ADMATEL Building  <i>SRS II, SRS I, SRA</i> Processing Room ADMATEL Building
	5.3 Assigned Lab Head/Analyst or Customer Service Officer requests the customer to fill out the CSSF.		5 minutes	
	5.4 Assigned Lab Head/Analyst returns sample/s to customer (if requested).		5 minutes	
<b>TOTAL:</b>			<b>5 days, 52 minutes</b>	



## SCHEDULE OF FEES AND CHARGES

### Surface Analysis Laboratory

#### *SEM, EDX, and FIB Sectioning*

Analysis	Regular Rate (PhP)	Student Rate (PhP)
FESEM Imaging	7,500.00	6,000.00
FESEM Imaging with EDX Point Analysis	9,500.00	7,600.00
FESEM Imaging with EDX Line Analysis	11,500.00	9,200.00
FESEM Imaging with EDX Mapping	13,500.00	10,800.00
FIB Sectioning (30 um W x 30 um H cut)	14,000.00	11,200.00
TEM Lamella Preparation	19,000.00	15,200.00
STEM Imaging	12,000.00	9,600.00
FIB Pattern Deposition with FESEM Imaging	14,500.00	11,600.00

#### *AES*

Analysis	Regular Rate (PhP)	Student Rate (PhP)
AES Point Analysis	9,700.00	7,760.00
AES Line Analysis	11,900.00	9,520.00



AES Mapping	16,000.00	12,800.00
AES Depth Profiling	23,500.00	18,800.00
AES Chemical State Analysis (add-on)	1,500.00	1,200.00

#### *TOFSIMS*

Analysis	Regular Rate (PhP)	Student Rate (PhP)
TOFSIMS Spectroscopy	13,300.00	10,640.00
TOFSIMS Mapping	16,400.00	13,120.00
TOFSIMS Depth Profiling	24,000.00	19,200.00
TOFSIMS 3D Mapping	26,600.00	21,280.00

### **Thermal Analysis Laboratory**

#### *FTIR*

Analysis	Regular Rate (PhP)	Student Rate (PhP)
FTIR Spectroscopy	5,000.00	4,000.00
FTIR Spectroscopy (no ID)	3,500.00	2,800.00
FTIR Microspectroscopy	6,500.00	5,200.00
FTIR Microspectroscopy (no ID)	5,000.00	4,000.00



### *Thermal Analysis*

Analysis	Regular Rate (PhP)	Student Rate (PhP)
Differential Scanning Calorimetry	3,000.00	2,400.00
Simultaneous Thermal Analysis	3,000.00	2,400.00
Thermomechanical Analysis	3,200.00	2,560.00
TG-IR	8,300.00	6,640.00

### **Chemical and Metallurgical Laboratory**

#### *Sample Preparation*

Analysis	Regular Rate (PhP)	Student Rate (PhP)
Optical Microscopy	2,000.00	1,600.00
Mechanical Preparation	3,800.00	3,040.00
Ion Milling	4,500.00	3,600.00
Chemical Decapsulation	3,000.00	2,400.00
Particle Size Analysis (add-on)	1,500.00	1,200.00
Sputter Coating	2,000.00	1,600.00



Biological Fixing	2,500.00	2,000.00
Laser Decapsulation	4,200.00	3,300.00
Laser Decapsulation with 2D X-ray	6,800.00	5,400.00

#### *Non-destructive Testing*

<b>Analysis</b>	<b>Regular Rate (PhP)</b>	<b>Student Rate (PhP)</b>
3D CT X-ray Single Scan	17,400.00	13,900.00
3D CT X-ray Bulk Price add-on	8,800.00	7,000.00
3D CT X-ray Additional Scan add-on	9,550.00	7,600.00
3D CT X-ray Analysis add-on	2,600.00	2,000.00
3D CT X-ray Reference Comparison add-on	2,750.00	2,200.00
Hand-Held XRF Analysis	2,200.00	1,800.00
2D X-ray Single Scan/Qualification Scan	5,800.00	4,600.00
2D X-ray Bulk Scan with Analysis (subsequent)	4,800.00	3,800.00
2D X-ray Scan Only (consequent)	3,200.00	2,600.00

## **V. List of Services**

### **F. PACKAGING TECHNOLOGY DIVISION**

#### **External and Internal Services**



## External Services

### 1. Brand Development

Service provided to customer that covers all activities related to the improvement of existing label design. Client provided soft copy of existing label design produced using Adobe Illustrator.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) Packaging Design Brief, PTD-F4 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Plan for Label Design Development, PTD-F7 (1 original copy for assigned technical personnel, 1 emailed or original copy to client)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
7) Brand developed		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room





8) Approval Sheet, PTD-F11 (1 original or e-mailed copy of PTD-F11 or letter from client for assigned personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
9) Client Satisfaction Measurement Form, QMS-F2 (1 original or e-mailed copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to client.	None	15 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the label design requirement of the product to the assigned technical personnel.	3.1 Discuss the label design requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill out and submit the <i>Request for Technical Service Form</i> (ITDI-F2). via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building



	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building	
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building	
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building	
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building	
5	Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 mins for eOP or 7 mins for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
		5.2 Issue Invoice.	Regular Rate: Php 5,256 Discounted Rate: PhP 4,205	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
6	Acknowledge acceptance of <i>Plan for label design development</i> (PTD-F7) through e-mail or discussion in person at PTD.	6.1 Prepare the <i>Plan for label design development</i> (PTD-F7) and afterwards forward a copy to the client through e-mail or in person.	None	2 days	Sr. SRS, Reception Room, PTD Building



7. Acknowledge acceptance of initial drafted design and provide feedback through e-mail or in person at PTD.	7.1 Prepare initial draft of label design and afterwards forward a copy to the client through e-mail for initial comments.	None	14 Days	Sr. SRS, Reception Room, PTD Building
	7.2 Revise the label as per comments of the client (Revision 1).	None	11 Days	Sr. SRS, Reception Room, PTD Building
8 Acknowledge acceptance of revised label design (Revision 1) and provide feedback (optional) through e-mail or in person at PTD.	8.1 Provide copy of the revised label design (Revision 1) to the client via e-mail.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Revise the label design as per comments of the client (Revision 2).	None	11 Days	Sr. SRS, Reception Room, PTD Building
9 Acknowledge acceptance of revised label design (Revision 2) and provide feedback (optional) through e-mail or in person at PTD.	9.1 Provide copy of the revised label design (Revision 2) to the client via e-mail.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	9.2 Revise the label design as per comments of the client (Revision 3-final design).	None	7 Days	Sr. SRS, Reception Room, PTD Building
10 Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	10.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building



	10.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
11 Acknowledge the acceptance of the final label design (Revision 3).	11.1 Provide copy of the final label design (Revision 3) to the client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
12 Accomplish and submit the <i>Approval Sheet for Packaging Design</i> (PTD-F11).	12.1 Provide <i>Approval Sheet for Packaging Design</i> (PTD-F11).	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate:</b> <b>Php 5,256</b> <b>Discounted Rate:</b> <b>PhP 4,205</b>	<b>45 Days,</b> <b>2 Hours,</b> <b>2 Minutes</b> <b>for eOP</b> <b>45 Days,</b> <b>2 Hours,</b> <b>5 Minutes</b> <b>for Manual</b>	

Brand development is qualified for multi-stage processing



## 2. Burst Test

Burst test or commonly called as Mullen burst test, is an industry standard that measures the amount of force required to burst corrugated boxes and flexible packaging can manage during shipping, delivery and handling and also, if how much weight these packages can hold.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2. Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3. Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
4. Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
5. Sample (20 pcs of the material to be tested)		Client
6. Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
7. Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel.	3.1 Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building



	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 2,410 Discounted Rate: Php 1,928	5 minutes	Administrative Officer III, Cashier Section, ADM, Metrology Building
6. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	6.2 Conduct the testing service.	None	1 Day	Sr. SRS, Testing Laboratory, SPTL
	6.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Testing Laboratory, SPTL
	6.4 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	30 Minutes	Chief SRS. Staff Room, PTD Building
	6.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building



7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	7.2 Receive the duly accomplished QMS-F2	None	1 Minute	Sr. SRS, Reception Room, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		Regular Rate: Php 1,891.00 Discounted Rate: Php 1,523.00	2 Days, 2 Hours, 24 Minutes for eOP / 2 Days, 2 Hours, 27 Minutes for Manual	





### 3. Compression Testing for Palletized Load

Compression testing of packaged products in unitized load (palletized) with a maximum dimension of 1500 mm x 1500 mm x 1500 mm (LxWxH) and maximum load capacity of 150KN. The test is conducted using International Safe Transit Association (ISTA) testing procedure.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample to be tested		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement of the product to the assigned technical personnel.	3.1 Discuss the testing requirement of the client	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.2 Prepare <i>Quotation Form</i> (PTD-F2) for the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.3 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.4 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building



schedule of visit to PTD to pay for the fees and sample submission.				
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate.	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
6 Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	6.2 Issue Invoice.	Regular Rate: Php 3,660.00 Discounted Rate 2,928.00	5 minutes	Administrative Officer III, Cashier Section, ADM, Metrology Building



7. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	7.2 Conduct the testing service.	None	3 Days	Sr. SRS, Testing Lab, SPTL
	7.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	1 Hour	Chief SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division / Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building



9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 3,660.00 Discounted Rate 2,928.00</b>	<b>4 Days, 4 Hours, 34 Minutes for eOP / 4 Days, 4 Hours, 37 Minutes for Manual</b>	



#### 4. Compression Testing for Small Individual Packages

Compression testing of packaged products with a maximum dimension of 490 mm x 900 mm x 900 mm (LxWxH). The test is conducted using International Safe Transit Association (ISTA) testing procedure.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample to be tested		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2 Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement of the product to the assigned technical personnel.	3.1 Discuss the testing requirement of the client	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.2 Prepare <i>Quotation Form</i> (PTD-F2) for the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.3 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.4 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD to pay for the	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building



fees and sample submission.				
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client.	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	5.2 Review/check client entries in the ITDI-F2.	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate.	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	6.2 Issue Invoice.	Regular Rate: Php 3,043 Discounted Rate: Php 2,434	5 minutes	Administrative Officer III, Cashier Section, ADM, Metrology Building
7. Submit product samples to assigned technical personnel and sign in the	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building





<i>Customer-supplied property logbook.</i>	7.2 Conduct the testing service.	None	3 Days	Sr. SRS, Testing Lab, SPTL
	7.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	1 Hour	Chief SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division / Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 3,043 Discounted Rate: Php 2,434</b>	<b>4 Days, 4 Hours, 34 Minutes for eOP / 4 Days, 4 Hours, 37 Minutes for Manual</b>	



## 5. Evaluation of Mandatory Labelling Requirement

Service provided to customer requesting evaluation of label design for mandatory labelling requirement on the identified target market.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
5) Product label to be evaluated		Client
6) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
7) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3 Discuss the product label requirement to the assigned technical personnel.	3.1 Discuss the product label requirement of the client.	None	20 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client.	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2.	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate.	None	15 minutes	Sup. SRS, Reception Room, PTD Building
		None	1 minute	



	4.4 Give copies of ITDI-F2 to the client for signature.			<i>Sup. SRS, Reception Room, PTD Building</i>
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS, Staff Room, PTD Building</i>
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	5.2 Issue Invoice.	Regular Rate: Php 746. Discounted Rate: Php 597	5 minutes	<i>Administrative Officer III Cashier Section, ADM, Metrology Building</i>
6. Submit product label to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the product label and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	6.2 Conduct evaluation of mandatory labelling requirements.	None	1 Day	<i>Sup. SRS, Staff Room, PTD Building</i>
	6.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	<i>Sup. SRS, Staff Room, PTD Building</i>



	6.4 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	1 Hour	Chief SRS, Staff Room, PTD Building
	6.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sup. SRS, Staff Room, PTD Building
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Reception Room, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		Regular Rate: Php 746. Discounted Rate: Php 597	2 Days, 2 Hours, 44 Minutes for eOP / 2 Days, 2 Hours, 47 Minutes for Manual	



## 6. Evaluation of Packaging for Transport (Drop Testing)

Performance evaluation test for transport packaging- drop test using drop testers. The tests are conducted using International Safe Transit Association (ISTA) testing procedures.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample to be tested		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement of the product to the assigned technical personnel.	3.1 Discuss the testing requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.2 Prepare <i>Quotation Form</i> (PTD-F2) for the client	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.3 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.4 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building



to pay for the fees and sample submission.				
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	6.2 Issue Invoice.	Regular Rate: Php 5,145 Discounted Rate: Php 4,116	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
7. Submit product samples to assigned technical personnel and sign in the	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	7.2 Conduct the testing service.	None	3 Days	Sr. SRS, Testing Lab., SPTL





<i>Customer-supplied property logbook.</i>	7.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	1 Hour	Chief SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2)	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		Regular Rate: Php 5,145 Discounted Rate: Php 4,116	<b>4 Days, 4 Hours, 34 Minutes for eOP / 4 Days, 4 Hours, 37 Minutes for Manual</b>	



## 7. Evaluation of Packaging for Transport (Fixed Displacement Vibration Testing)

Performance evaluation test for transport packaging-vibration test using fixed displacement vibration testers. The tests are conducted using International Safe Transit Association (ISTA) testing procedures.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample to be tested		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement of the product to the assigned technical personnel.	3.1 Discuss the testing requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.2 Prepare <i>Quotation Form</i> (PTD-F2) for the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.3 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.4 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building



to pay for the fees and sample submission.				
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 mins for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	6.2 Issue Invoice.	Regular Rate: Php 5,145 Discounted Rate: Php 4,116	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
7. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	7.2 Conduct the testing service.	None	3 Days	Sr. SRS, Testing Lab., SPTL



	7.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	1 Hour	Chief SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2)	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the PTD.	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		Regular Rate: Php 5,145 Discounted Rate: Php 4,116	<b>4 Days, 4 Hours, 35 Minutes for eOP / 4 Days, 4 Hours, 38 Minutes for Manual</b>	



## 8. Identification of Plastic Using Differential Scanning Calorimeter (DSC)

To determine the type of plastic packaging material.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Sample (5 pcs. A4 sized samples)		Client		
6) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
7) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel.	3.1 Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client.	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building



	5.2 Issue Invoice.	Regular Rate: Php 3,000.00 Discounted Rate: PhP 2,400	5 minutes	Administrative Officer III, Cashier Section, ADM, Metrology Building
6. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i>	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	6.2 Conduct the testing service.	None	5 Days	Sup. SRS, Testing Lab, SPTL
	6.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sup. SRS, Staff Room, PTD Building
	6.4 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	30 Minutes	Chief SRS, Staff Room, PTD Building
	6.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sup. SRS, Staff Room, PTD Building
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2)	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Reception Room, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building





technical personnel via email or pick-up at the Packaging Technology Division.	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 3,000.00 Discounted Rate: PhP 2,400</b>	<b>6 Days, 2 Hours, 25 Minutes for eOP / 6 Days, 2 Hours, 28 Minutes for Manual</b>	



## 9. Label Design for Box with Stock Design (Category 1)

Service provided to customer that covers all activities related to the development of box with stock design and this will be incorporated with label design.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) Packaging Design Brief, PTD-F4 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Plan for Label Design Development, PTD-F7 (1 original copy for assigned technical personnel, 1 emailed or original copy to client)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
7) Existing Label design (editable soft copy of illustrator file) and preferably with product sample		Client
8) Approval Sheet, PTD-F11 (1 original or e-mailed copy of PTD-F11 or letter from client for assigned personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
9) Client Satisfaction Measurement Form, QMS-F2 (1 original or e-mailed copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to client.	None	15 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the label design requirement of the product to the assigned technical personnel.	3.1 Discuss the label design requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building



	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS ,Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 5,178. Discounted Rate: Php 4,142	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
6. Acknowledge acceptance of <i>Plan for label design development</i> (PTD-F7) through e-mail or discussion in person at PTD.	6.1 Prepare the <i>Plan for label design development</i> (PTD-F7) and afterwards forward a copy to the client through e-mail or in person.	None	2 Days	Sr. SRS, Reception Room, PTD Building
7. Acknowledge acceptance of initial drafted design and provide feedback through e-mail or in person at PTD.	7.1 Prepare initial draft of label design and afterwards forward a copy to the client through e-mail or in person at PTD for feedback.	None	14 Days	Sr. SRS, Reception Room, PTD Building
8. Acknowledge acceptance of revised label design (Revision 1) and provide feedback (optional)	8.1 Revise the label as per comments of the client on initial draft and afterwards forward a copy to the client through e-mail or in person at PTD for feedback.	None	11 Days	Sr. SRS, Reception Room, PTD Building



through e-mail or in person at PTD.				
9. Acknowledge acceptance of revised label design (Revision 2), <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2),and provide final feedback (optional) through e-mail or in person at PTD.	9.1 Revise the label as per comments of the client on Revision 1 and afterwards forward a copy to the client together with <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2) through e-mail or in person at PTD through e-mail or in person at PTD for approval.	None	11 Days	Sr. SRS, Reception Room, PTD Building
10. Submit accomplished <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2).	10.1 Prepare the final label design and afterwards forward a copy to the client through e-mail or in person at PTD.	None	7 Days	Sr. SRS, Reception Room, PTD Building
	10.2 Receive the accomplished <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2).	None	1 Minute	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular : Php 5,178. Discount ed Rate: Php 4,142</b>	<b>45 Days, 1 Hour 31 Minutes for eOP / 45 Days, 1 Hour, 34 Minutes for Manual</b>	

Label design for box is qualified for multi-stage processing



## 10. Label Design for Box with Custom Design (Category 2)

Service provided to customer that covers all activities related to the development of custom design box and this will be incorporated with label design.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) Packaging Design Brief, PTD-F4 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Plan for Label Design Development, PTD-F7 (1 original copy for assigned technical personnel, 1 emailed or original copy to client)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
7) Existing Label design (editable soft copy of illustrator file) and preferably with product sample		Client
8) Approval Sheet, PTD-F11 (1 original or e-mailed copy of PTD-F11 or letter from client for assigned personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



9) Client Satisfaction Measurement Form, QMS-F2 (1 original or e-mailed copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to client.	None	15 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the label design requirement of the product to the assigned technical personnel.	3.1 Discuss the label design requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building



	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1. Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	5.2. Issue Invoice.	Regular Rate: Php 6,057 Discounted Rate: Php 4,846	5 minutes	Administrative Officer III, Cashier Section, ADM, Metrology Building
6. Acknowledge acceptance of <i>Plan for label design development</i> (PTD-F7) through e-mail or discussion in person at PTD.	6.1 Prepare the <i>Plan for label design development</i> (PTD-F7) and afterwards forward a copy to the client through e-mail or in person.	None	2 Days	Sr. SRS, Reception Room, PTD Building
7. Acknowledge acceptance of initial drafted design and provide feedback through e-mail or in person at PTD.	7.1 Prepare initial draft of label design and afterwards forward a copy to the client through e-mail or in person at PTD for feedback.	None	14 Days	Sr. SRS, Reception Room, PTD Building
8. Acknowledge acceptance of revised	8.1 Revise the label as per comments of the client on	None	11 Days	Sr. SRS, Reception Room, PTD Building





label design (Revision 1) and provide feedback (optional) through e-mail or in person at PTD.	initial draft and afterwards forward a copy to the client through e-mail or in person at PTD for feedback.			
9. Acknowledge acceptance of revised label design (Revision 2), <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2) and provide final feedback (optional) through e-mail or in person at PTD.	9.1 Revise the label as per comments of the client on Revision 1 and afterwards forward a copy to the client together with <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2) through e-mail or in person at PTD.	None	11 Days	Sr. SRS, Reception Room, PTD Building
10. Submit accomplished <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2)	10.1 Prepare the final label design and afterwards forward a copy to the client through e-mail or in person at PTD.	None	7 Days	Sr. SRS, Reception Room, PTD Building
	10.2 Receive the accomplished <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2)	None	1 Minute	Sr. SRS, Reception Room, PTD Building



<b>TOTAL:</b>	<b>Regular Rate: Php 6,057 Discounted Rate: Php 4,846</b>	<b>45 Days, 1 Hour, 31 Minutes for eOP / 45 Days, 1 Hour, 34 Minutes for Manual</b>	
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Label design for box is qualified for multi-stage processing



## 11. Label Design with Concept Development

Service provided to customer that covers all activities related to the development of label design.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) Packaging Design Brief, PTD-F4 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Plan for Label Design Development, PTD-F7 (1 original copy for assigned technical personnel, 1 emailed or original copy to client)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
7) Approval Sheet, PTD-F11 (1 original or e-mailed copy of PTD-F11 or letter from client for assigned personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original or e-mailed copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to client.	None	15 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the label design requirement of the product to the assigned technical personnel.	3.1 Discuss the label design requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building



	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Bldg.
	5.2 Issue Invoice.	Regular Rate: Php 3,951 Discounted Rate: PhP 3,161	5 minutes	Administrative Officer III, Cashier Section, ADM, Metrology Building
6. Acknowledge acceptance of <i>Plan for label design development</i> (PTD-F7) through e-mail or discussion in person at PTD.	6.1 Prepare the <i>Plan for label design development</i> (PTD-F7) and afterwards forward a copy to the client through e-mail or in person.	None	2 Days	Sr. SRS, Reception Room, PTD Building
7. Acknowledge acceptance of initial drafted design and provide feedback through e-mail or in person at PTD.	7.1 Prepare initial draft of label design and afterwards forward a copy to the client through e-mail or in person at PTD for feedback.	None	14 Days	Sr. SRS, Reception Room, PTD Building



8. Acknowledge acceptance of revised label design (Revision 1) and provide feedback (optional) through e-mail or in person at PTD.	8.1 Revise the label as per comments of the client on initial draft and afterwards forward a copy to the client through e-mail or in person at PTD for feedback.	None	11 Days	Sr. SRS, Reception Room, PTD Building
9. Acknowledge acceptance of revised label design (Revision 2) , <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2), and provide final feedback (optional) through e-mail or in person at PTD.	9.1 Revise the label as per comments of the client on Revision 1 and afterwards forward a copy to the client together with <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2) through e-mail or in person at PTD for approval.	None	11 Days	Sr. SRS, Reception Room, PTD Building
10. Submit accomplished <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2)	10.1 Prepare the final label design and afterwards forward a copy to the client through e-mail or in person at PTD.	None	7 Days	Sr. SRS, Reception Room, PTD Building
	10.2 Receive the accomplished <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction</i>	None	1 Minute	Sr. SRS, Reception Room, PTD Building



	<i>Measurement Form (QMS-F2).</i>			
	<b>TOTAL:</b>	<b>Regular Rate: Php 3,951 Discounted Rate: PhP 3,161</b>	<b>45 Days, 1 Hour, 31 Minutes for eOP / 45 Days, 1 Hour, 34 Minutes for Manual</b>	

Label design with concept development is qualified for multi-stage processing



## 12. Label Design without Concept Development

Service provided to customer that covers all activities related to the improvement of existing label design. Client provided soft copy of existing label design produced using Adobe Illustrator.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) Packaging Design Brief, PTD-F4 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Plan for Label Design Development, PTD-F7 (1 original copy for assigned technical personnel, 1 emailed or original copy to client)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
7) Existing Label design (editable soft copy of illustrator file) and preferably with product sample		Client
8) Approval Sheet, PTD-F11 (1 original or e-mailed copy of PTD-F11 or letter from client for assigned personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
9) Client Satisfaction Measurement Form, QMS-F2 (1 original or e-mailed copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to client.	None	15 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the label design requirement of the product to the assigned technical personnel.	3.1 Discuss the label design requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building



	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual)	Administrative Assistant II, Accounting Section, FMD, Metrology Bldg.
	5.2 Issue Invoice.	Regular Rate: Php 2,341. Discounted Rate: Php 1,873	5 minutes	Administrative Officer III, Cashier Section, ADM, Metrology Building
6. Acknowledge acceptance of <i>Plan for label design development</i> (PTD-F7) through e-mail or discussion in person at PTD.	6.1 Prepare the <i>Plan for label design development</i> (PTD-F7) and afterwards forward a copy to the client through e-mail or in person.	None	2 Days	Sr. SRS, Reception Room, PTD Building
7. Acknowledge acceptance of initial drafted design and provide feedback through e-mail or in person at PTD.	7.1 Prepare initial draft of label design and afterwards forward a copy to the client through e-mail or in person at PTD for feedback.	None	14 Days	Sr. SRS, Reception Room, PTD Building
8. Acknowledge acceptance of revised	8.1 Revise the label as per comments of the client on initial draft and afterwards	None	11 Days	Sr. SRS, Reception Room, PTD Building



label design (Revision 1) and provide feedback (optional) through e-mail or in person at PTD.	forward a copy to the client through e-mail or in person at PTD for feedback.			
9. Acknowledge acceptance of revised label design (Revision 2), <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2), and provide final feedback (optional) through e-mail or in person at PTD.	9.1 Revise the label as per comments of the client on Revision 1 and afterwards forward a copy to the client together with <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2) through e-mail or in person at PTD for approval.	None	11 Days	Sr. SRS, Reception Room, PTD Building
10. Submit accomplished <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2)	10.1 Prepare the final label design and afterwards forward a copy to the client through e-mail or in person at PTD.	None	7 Days	Sr. SRS, Reception Room, PTD Building
	10.2 Receive the accomplished <i>Approval Sheet for Packaging Design</i> (PTD-F11) and <i>Client Satisfaction Measurement Form</i> (QMS-F2).	None	1 Minute	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 2,341</b>	<b>45 Days, 1 Hour, 31 Minutes for eOP / 45 Days, 1 Hour,</b>	



	<b>Discounted Rate: Php 1,873</b>	<b>34 Minutes for Manual</b>	
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Label design with concept development is qualified for multi-stage processing



### 13. Leak Testing

Leak testing of packaged products with a maximum dimension of 600 mm x 500 mm x 400 mm (LxWxH). The test is conducted using American Society for Testing and Materials (ASTM) testing procedure.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample to be tested		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement of the product to the assigned technical personnel.	3.1 Discuss the testing requirement of the client	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.2 Prepare <i>Quotation Form</i> (PTD-F2) for the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.3 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.4 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building



of visit to PTD to pay for the fees and sample submission.				
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	<i>Sr. SRS, Reception Room, PTD Building</i>
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	<i>Sr. SRS, Reception Room, PTD Building</i>
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	<i>Sr. SRS, Reception Room, PTD Building</i>
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	<i>Sr. SRS, Reception Room, PTD Building</i>
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sr. SRS, Reception Room, PTD Building</i>
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS, Reception Room, PTD Building</i>
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	6.2 Issue Invoice.	Regular Rate: Php 975 Discounted Rate: Php 780	5 minutes	<i>Administrative Officer III Cashier Section, ADM, Metrology Building</i>
7. Submit product samples to assigned technical personnel and sign in	7.1 Receive the samples and have the client sign in the	None	10 Minutes	<i>Sr. SRS, Reception Room, PTD Building</i>



the <i>Customer-supplied property logbook.</i>	<i>Customer-supplied property logbook.</i>			
	7.2 Conduct the testing service.	None	3 Days	Sr. SRS, Testing Lab., SPTL
	7.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	1 Hour	Chief SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division / Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
9. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	9.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	9.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 975</b>	<b>4 Days, 4 Hours, 35 Minutes for eOP /</b>	





	<b>Discounted Rate: Php 780</b>	<b>4 Days, 4 Hours, 38 Minutes for Manual</b>	
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#### 14. Migration Testing for Plastic Materials

Product-package compatibility test.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Sample (15 pcs. unused preformed samples)		Client		
6) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
7) Client Satisfaction Measurement Form, QMS-F2 1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
		None	2 Minutes	



	1.2 Officer of the Day will direct the client to appropriate technical personnel.			SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client	None	5 Minutes	SRS I, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel.	3.1 Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS,, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS,, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building



5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 6,170 Discounted Rate: Php 4,936	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
6. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	6.2 Conduct the testing service.	None	16 Days	<i>Sup. SRS</i> , Testing Lab, PTD Bldg.
	6.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	<i>Sup. SRS</i> , Staff Room, PTD Bldg.
	6.4 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	30 Minutes	<i>Chief SRS</i> , Staff Room, PTD Building
	6.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	<i>Sup. SRS</i> , Staff Room, PTD Building
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building



	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Reception Room, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	7.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
	7.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate:</b> <b>Php 6,170</b> <b>Discounted Rate:</b> <b>Php 4,936</b>	<b>17 Days,</b> <b>2 Hours,</b> <b>35 Minutes</b> <b>for eOP /</b> <b>17 Days,</b> <b>2 Hours,</b> <b>28 Minutes</b> <b>for Manual</b>	



### 15. Nutrition Labeling (Evaluation Only)

Service provided to customers which covers all activities related to nutrition label evaluation based on US FDA rules for nutrition facts label.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) Nutrition Analysis Information Sheet, PTD-F6 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Laboratory Report- Result of Analysis		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS /, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS /, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ packaging requirement to the assigned personnel.	3.1 Discuss the product/ packaging requirement of the client.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building



	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS, Reception Room, PTD Building</i>
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	5.2 Issue Invoice.	Regular Rate: Php 2,338 Discounted Rate: Php 1,870	5 minutes	<i>Administrative Officer III Cashier Section, ADM, Metrology Building</i>
6. Submit Laboratory Report- Result of Analysis to assigned technical personnel.	6.1 Receive and check if the submitted laboratory test results are complete. In case of non- compliance, instruct client to submit the missing documents by email.	None	2 Hours	<i>Sup. SRS, Reception Room, PTD Building</i>
	6.2. Draft nutrition facts label based on PTD-F6 and Laboratory Report- Result of Analysis.	None	2 Hours	<i>Sup. SRS, Staff Room, PTD Building</i>
	6.3. Supervisor and Division Chief to approve the drafted Nutrition Facts label.	None	1 Day	<i>Chief SRS, Staff Room, PTD Building</i>





	6.4. Prepare the <i>Technical Service Report</i> (PTD-F3).	None	2 Hours	Sup. SRS, Staff Room, PTD Building
	6.5. Supervisor and Division Chief to approve/ sign PTD-F3.	None	1 Day	Chief SRS, Staff Room, PTD Building
5. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division	7.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
	7.2 Record the release of PTD-F3 in the <i>Outgoing Documents logbook</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building
6. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2)	6.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	6.2 Receive the duly accomplished QMS-F2	None	1 Minute	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		Regular Rate: Php 2,338 Discounted Rate: Php 1,870	<b>2 Days, 7 hours, 40 minutes for eOP / 2 Days, 7 hours, 43 minutes for Manual</b>	



## 16. Oxygen Transmission Rate Testing

Measurement of the amount of oxygen gas that passes through a substance over a given period.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Sample (3 pcs. A4 sized samples)		Client		
6) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
7) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS / ,Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel	None	2 Minutes	SRS / ,Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel.	3.1. Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building



	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 9,451 Discounted Rate: Php 7,561	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
6. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	6.2 Conduct the testing service.	None	14 Days	Sup. SRS, Testing Lab., PTD Building
	6.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sup. SRS, Staff Room, PTD Bldg.
	6.4 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	30 Minutes	Chief SRS, Staff Room, PTD Building
	6.5 Photocopy the approved/ signed	None	5 Minutes	Sup. SRS, Staff Room, PTD Building



	PTD-F3 for the Division/ Section.			
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	<i>Sup. SRS, Reception Room, PTD Building</i>
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
<b>TOTAL:</b>		<b>Regular Rate: Php 9,451 Discounted Rate: Php 7,561</b>	<b>15 Days, 2 Hours, 25 Minutes for eOP/ 15 Days, 2 Hours, 28 Minutes for Manual</b>	



## 17. Package Development for Food Products

Service provided and conducted in accordance with the specifications and behaviour of the product samples submitted by the customer, approved testing procedure/s and methodology. This involves the selection of the appropriate packaging material for the food product and the conduct of shelf-life study. Factors to consider in the selection of packaging material appropriate for the food product are safety, toxicity, product-package compatibility, sustainability, and recyclability concerns.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample (number of samples will depend on volume/ weight of sample submitted and tests to be conducted)		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ packaging requirement to the assigned technical personnel.	3.1. Discuss the product/ packaging requirement of the client.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
	3.2. Prepare the experimental design and determine the number of product samples required to be submitted.	None	2 Days	Sup. SRS, Reception Room, PTD Building
	3.3. Prepare the <i>Quotation Form</i> (PTD-F2) for the client.	None	1 Hour	Sup. SRS,, Reception Room, PTD Building
	3.4. Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.5. Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building



4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD to pay for the fees and sample submission.	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	<i>Sup. SRS,, Reception Room, PTD Building</i>
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS, Reception Room, PTD Building</i>
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	6.2 Issue Invoice.	Regular Rate: Php 18,421	5 minutes	<i>Administrative Officer III</i>





		Discounted Rate: Php 14,737 + additional service fee for outsourced microbiological and chemical analyses (price will depend on type of sample and fee of outsourced laboratory)		Cashier Section, ADM, Metrology Building
7. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	7.2 Conduct the packaging development service.	None	Product-dependent	Sup. SRS, PTD R&D Lab.
	7.3 Prepare <i>Technical Service Report</i> (PTD-F3).	None	5 Days	Sup. SRS, PTD R&D Lab.
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	2 Days	Sup. SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sup. SRS, Staff Room, PTD Building



8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Reception Room, PTD Building
9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS,, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate:</b> <b>Php 18,421</b> <b>Discounted Rate:</b> <b>Php 14,737</b> <b>+ additional service fee for outsourced microbiological and chemical analyses (price will depend on type of sample and fee of outsourced laboratory)</b>	<b>9 Days, 4 Hours</b> <b>+ package development test duration for eOP / 9 Days, 4 Hours, 3 Minutes</b> <b>+ package development test duration for Manual</b>	



## 18. Packaging Design for Transport Packaging with Cushion Design

Development of transport packaging system. Includes performance evaluation tests (drop and vibration tests).

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
6) Sample to be tested		Client		
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement of the product to the assigned technical personnel.	3.1 Discuss the testing requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.2 Prepare <i>Quotation Form</i> (PTD-F2) for the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.3 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.4 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD to pay for the fees and sample submission.	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building



Services Information System (TSIS)	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	6.2 Issue Invoice.	Regular Rate: Php 7,807 Discounted Rate: Php 6,246	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
7. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i>	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	7.2 Conduct the testing service.	None	12 Days + additional 4 Days per revision	Sr. SRS, Testing Lab., PTD Building
	7.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building



	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	1 Hour	Sr. SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		Regular Rate: Php 7,807 Discounted Rate: Php 6,246	<b>13 Days, 4 Hours, 35 Minutes + additional 4 Days per revision of design for eOP / 13 Days, 4 Hours, 38 Minutes + additional 4 Days per revision of design for Manual</b>	



## 19. Preparation Room Rental

A service that allows the client to use the PTD's preparation room for a limited period of time.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to	None	2 Minutes	SRS I, Reception Room, PTD Building



	appropriate technical personnel.			
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ package requirement to the assigned technical personnel.	3.1 Discuss the product/ package requirement of the client and inform the client of the availability of PTD's preparation room.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building





5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 2,331/day Discounted Rate: Php 1,785/day	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
6. Use PTD's preparation room.	6.1 Usher the client to PTD's preparation room.	None	1 Hour	<i>Sup. SRS</i> , Preparation room, PTD Pilot Plant
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	7.2 Receive the duly accomplished QMS-F2	None	1 Minute	<i>Sup. SRS</i> , Reception Room, PTD Building
<b>TOTAL:</b>		Regular Rate: Php 2,331 per Day Discounted Rate: Php 1,785 per Day	<b>2 Hours.</b> <b>33 Minutes for eOP / 2 Hours.</b> <b>36 Minutes for Manual</b>	



## 20. Random Vibration Testing

Random vibration testing of packaged products with a maximum dimension of 1500 mm x 1500 mm x 1500 mm (LxWxH) and Load Capacity of 1000 Kg. The test is conducted using International Safe Transit Association (ISTA) testing procedure.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample to be tested		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS II, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS II, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement of the product to the assigned technical personnel.	3.1 Discuss the testing requirement of the client	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.2 Prepare <i>Quotation Form</i> (PTD-F2) for the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
	3.3 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.4 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building



PTD to pay for the fees and sample submission.				
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS,, Reception Room, PTD Building
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	6.2 Issue Invoice.	Regular Rate: Php 10,180 Discounted Rate 8,144	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
7. Submit product samples to assigned technical personnel and sign in the	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building



<i>Customer-supplied property logbook.</i>	7.2 Conduct the testing service.	None	5 Days	Sr. SRS, Testing Lab., PTD Bldg.
	7.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	1 Hour	Chief SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division / Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Survey Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 10,180 Discounted Rate: Php 8,144</b>	<b>6 Days, 4 Hours, 35 Minutes for eOP / 6 Days, 4 Hours, 38 Minutes for Manual</b>	



## 21. Retort Rental

A service that allows the client to use PTD's Retort for a limited period of time.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Product for processing		Client		
6) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to	None	2 Minutes	SRS I, Reception Room, PTD Building



	appropriate technical personnel.			
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ package requirement to the assigned technical personnel.	3.1 Discuss the product/ package requirement of the client and inform the client of PTD's availability to conduct the service.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS,, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS,, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS,, Reception Room, PTD Building



	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 2,280./hour Discounted Rate: Php 1,824/hour	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
6. Submit product to be processed to assigned technical personnel.	6.1 Receive the product to be processed.	None	10 Minutes	Sup. SRS, PTD Pilot Plant
	6.2 Prepare the equipment and accessories.	None	1 Hour	Sup. SRS, PTD Pilot Plant
	6.3 Perform the retort operation.	None	1 Hour	Sup. SRS, PTD Pilot Plant
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, PTD Pilot Plant
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, PTD Pilot Plant





8. Receive the processed products from the assigned technical personnel.	7.1 Issue the processed products to the client.	None	5 Minutes	Sup. SRS, PTD Pilot Plant
	7.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, PTD Pilot Plant
<b>TOTAL:</b>		<b>Regular Rate: Php 2,280 per hour Discounted Rate: Php 1,824 / hour</b>	<b>3 hours, 50 minutes for eOP / 3 hours, 53 minutes for Manual</b>	



## 22. Shelf-Life Testing of Dried Foods

Service that determines the period of time that a food product will retain an acceptable level of eating quality in terms of safety and organoleptic attributes.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample (number of samples will depend on volume/ weight of sample submitted and tests to be conducted)		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ packaging requirement to the assigned technical personnel.	3.1 Discuss the product/ packaging requirement of the client.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
	3.2 Prepare the experimental design and determine the number of product samples required to be submitted.	None	2 Days	Sup. SRS, Reception Room, PTD Building
	3.3 Prepare the <i>Quotation Form</i> (PTD-F2) for the client.	None	1 Hour	Sup. SRS, Reception Room, PTD Building
	3.4 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.5 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building



4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD to pay for the fees and sample submission.	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	<i>Sup. SRS,,</i> Reception Room, PTD Building
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	<i>Sup. SRS,,</i> Reception Room, PTD Building
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	<i>Sup. SRS</i> , Reception Room, PTD Building
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sup. SRS</i> , Reception Room, PTD Building
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS</i> , Reception Room, PTD Building
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	6.2 Issue Invoice.	Regular Rate: Php 16,820 Discounted Rate:	5 minutes	<i>Administrative Officer III</i>



		Php 13,456 + additional service fee for outsourced microbiological and chemical analyses		Cashier Section, ADM, Metrology Building
7. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	7.2 Conduct the shelf-life testing service.	None	264 Days	<i>Sup. SRS</i> , PTD R&D Lab.
	7.3 Prepare <i>Technical Service Report</i> (PTD-F3).	None	5 Days	<i>Sup. SRS</i> , PTD R&D Lab.
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	2 Days	<i>Sup. SRS</i> , Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	<i>Sup. SRS</i> , PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2	None	1 Minute	<i>Sup. SRS</i> , Reception Room, PTD Building



9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 16,820 Discounted Rate: Php 13,456 + additional service fee for outsourced microbiological and chemical analyses</b>	<b>273 Days, 4 Hours for eOP / 273 Days, 4 Hours, 3 Minutes for Manual</b>	

Shelf-Life testing of Dried Foods is qualified for multi-stage processing



### 23. Shelf-Life Testing of Frozen Foods

Service that determines the period of time that a food product will retain an acceptable level of eating quality in terms of safety and organoleptic attributes.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample (number of samples will depend on volume/ weight of sample submitted and tests to be conducted)		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ packaging requirement to the assigned technical personnel.	3.1 Discuss the product/ packaging requirement of the client.	None	30 Minutes	Sup. SRS,, Reception Room, PTD Building
	3.2 Prepare the experimental design and determine the number of product samples required to be submitted.	None	2 Days	Sup. SRS, Reception Room, PTD Building
	3.5 Prepare the <i>Quotation Form</i> (PTD-F2) for the client.	None	1 Hour	Sup. SRS, Reception Room, PTD Building
	3.6 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.5 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building





4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD to pay for the fees and sample submission.	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	<i>Sup. SRS,, Reception Room, PTD Building</i>
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	<i>Sup. SRS,, Reception Room, PTD Building</i>
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS, Reception Room, PTD Building</i>
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	6.2 Issue Invoice.	Regular Rate: Php 14,639	5 minutes	<i>Administrative Officer III</i>



		Discounted Rate: Php 11,711 + additional service fee for outsourced microbiological and chemical analyses		Cashier Section, ADM, Metrology Building
7. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i>	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	7.2 Conduct the shelf-life testing service.	None	528 Days	Sup. SRS, PTD R&D Lab.
	7.3 Prepare <i>Technical Service Report</i> (PTD-F3).	None	5 Days	Sup. SRS, PTD R&D Lab.
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	2 Days	Sup. SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sup. SRS, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Reception Room, PTD Building



9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 14,639 Discounted Rate: Php 11,711 + additional service fee for outsourced microbiological and chemical analyses</b>	<b>537 Days, 4 Hours, for eOP / 537 Days, 4 Hours, 3 Minutes for Manual</b>	

Shelf-Life testing of Frozen Foods is qualified for multi-stage processing



## 24. Shelf Life Testing of High-Acid Foods

Service that determines the period of time that a food product will retain an acceptable level of eating quality in terms of safety and organoleptic attributes.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample (number of samples will depend on volume/ weight of sample submitted and tests to be conducted)		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.2 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ packaging requirement to the assigned technical personnel.	3.1 Discuss the product/ packaging requirement of the client.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
	3.2 Prepare the experimental design and determine the number of product samples required to be submitted.	None	2 Days	Sup. SRS, Reception Room, PTD Building
	3.3 Prepare the <i>Quotation Form</i> (PTD-F2) for the client.	None	1 Hour	Sup. SRS, Reception Room, PTD Building
	3.4 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building



	3.5 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD to pay for the fees and sample submission.	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
6 Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building



	6.2 Issue Invoice.	Regular Rate: Php 16,308 Discounted Rate: Php 13,046 + additional service fee for outsourced microbiological and chemical analyses	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
7. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	7.2 Conduct the shelf-life testing service.	None	264 Days	<i>Sup. SRS, PTD R&amp;D Lab.</i>
	7.3 Prepare <i>Technical Service Report</i> (PTD-F3).	None	5 Days	<i>Sup. SRS, PTD R&amp;D Lab.</i>
	7.3 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	2 Days	<i>Chief SRS, Staff Room, PTD Building</i>
	7.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	<i>Sup. SRS, PTD Building</i>
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>



	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Reception Room, PTD Building
9. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate:</b> <b>Php 16,308</b> <b>Discounted Rate:</b> <b>Php 13,046</b> <b>+ additional service fee for outsourced microbiological and chemical analyses</b>	<b>273 Days,</b> <b>4 Hours for eOP/</b> <b>273 Days, 4</b> <b>Hours, 3 Minutes</b> <b>for Manual</b>	

Shelf-Life testing of High-Acid Foods is qualified for multi-stage processing





## 25. Shelf-life testing of low-acid canned foods

Service that determines the period of time that a food product will retain an acceptable level of eating quality in terms of safety and organoleptic attributes.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample (number of samples will depend on volume/ weight of sample submitted and tests to be conducted)		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ packaging requirement to the assigned technical personnel.	3.1 Discuss the product/ packaging requirement of the client.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
	3.2 Prepare the experimental design and determine the number of product samples required to be submitted.	None	2 Days	Sup. SRS, Reception Room, PTD Building
	3.3 Prepare the <i>Quotation Form</i> (PTD-F2) for the client.	None	1 Hour	Sup. SRS, Reception Room, PTD Building
	3.4 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS, Reception Room, PTD Building
	3.5 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building



4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD to pay for the fees and sample submission.	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS, Reception Room, PTD Building</i>
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	6.2 Issue Invoice.	Regular Rate: Php 19,930 Discounted Rate:	5 minutes	<i>Administrative Officer III Cashier Section, ADM, Metrology Building</i>



		Php15,944 + additional service fee for outsourced microbiological and chemical analyses		
7. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	7.2 Conduct the shelf-life testing service.	None	528 Days	Sup. SRS, PTD R&D Lab.
	7.3 Prepare <i>Technical Service Report</i> (PTD-F3).	None	5 Days	Sup. SRS, PTD R&D Lab.
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	2 Days	Chief SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sup. SRS, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building



the Packaging Technology Division.				
9. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	9.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	9.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 19,930 Discounted Rate: Php 15,944 + additional service fee for outsourced microbiological and chemical analyses</b>	<b>537 Days, 4 Hours, for eOP/ 537 Days, 4 Hours, 3 Minutes for Manual</b>	

Shelf-Life testing of Low-Acid Canned Foods is qualified for multi-stage processing



## 26. Shelf-Life Testing of Perishable Foods

Service that determines the period of time that a food product will retain an acceptable level of eating quality in terms of safety and organoleptic attributes.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Sample (number of samples will depend on volume/ weight of sample submitted and tests to be conducted)		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS , Reception Room, PTD Building
3. Discuss the product/ packaging requirement to the assigned technical personnel.	3.1 Discuss the product/ packaging requirement of the client.	None	30 Minutes	Sup. SRS , Reception Room, PTD Building
	3.2 Prepare the experimental design and determine the number of product samples required to be submitted.	None	2 Days	Sup. SRS , Reception Room, PTD Building
	3.3 Prepare the <i>Quotation Form</i> (PTD-F2) for the client.	None	1 Hour	Sup. SRS , Reception Room, PTD Building
	3.4 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Chief SRS , Reception Room, PTD Building
	3.5 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sup. SRS , Reception Room, PTD Building



4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned personnel the schedule of visit to PTD to pay for the fees and sample submission.	4.1 E-mail/ mail PTD-F2 to client.	None	5 Minutes	Sup. SRS , Reception Room, PTD Building
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS , Reception Room, PTD Building
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS ,Reception Room, PTD Building
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS , Reception Room, PTD Building
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS , Reception Room, PTD Building
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS , Reception Room, PTD Building
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	6.2 Issue Invoice.	Regular Rate: Php 6,552 Discounted Rate:	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building





		Php+ additional service fee for outsourced microbiological and chemical analyses		
7. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	7.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sup. SRS , Reception Room, PTD Building
	7.2 Conduct the shelf-life testing service.	None	132 Days	Sup. SRS , PTD R&D Lab.
	7.3 Prepare <i>Technical Service Report</i> (PTD-F3).	None	5 Days	Sup. SRS , PTD R&D Lab.
	7.4 Supervisor/ Division Chief to approve and sign the PTD-F3.	None	2 Days	Chief SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sup. SRS , PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS , Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS , Reception Room, PTD
9. Receive the <i>Technical Service Report</i> (PTD-	9.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS , Reception Room, PTD Building



F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS , Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 6,552 Discounted Rate: Php 5,242 + additional service fee for outsourced microbiological and chemical analyses</b>	<b>141 Days, 4 Hours, for eOP/ 141 Days, 4 Hours, 3 Minutes for Manual</b>	

Shelf-Life testing of Perishable Foods is qualified for multi-stage processing



## 27. Short-Run Production of Boxes and Gift Packs (50 Pieces Maximum)

Client provided soft copy of existing label design for printing of mock-up labels.

<b>Office or Division:</b>	PTD			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Packaging Design Brief, PTD-F4 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
6) Soft copy of the design		Client		
7) Client Satisfaction Measurement Form, QMS-F2 (1 original or e-mailed copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) and <i>Packaging Design Brief</i> (PTD-F4) to client.	None	15 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the label design requirement of the product to the assigned technical personnel.	3.1 Discuss the label design requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building



	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS , Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 489 per Hour Discounted Rate: Php 391 per Hour	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
6. Submit soft copy of the box/ gift pack's design to the assigned technical personnel.	6.1 Receive the soft copy of the box/ gift pack's design.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	6.2 Prepare sample proofing of the box/ gift pack based on the design provided by the customer.	None	1 Day	Sr. SRS, Design Room, PTD Building
7. Acknowledge acceptance and provide feedback/ signify approval of the mock-up box/ gift pack	7.1. Send-out sample proofing of the box/ gift pack to the customer	None	5 Minutes	Sr. SRS, Design Room, PTD Building
	7.2 Re-do the box/ gift pack based on the feedback of the client and/ or	None	1 Day	Sr. SRS, Design Room, PTD Building



	<p>acknowledge approval of the client.</p> <p>7.3. Print the actual job order for production, which may include lamination, packing and cutting.</p>	None	5 Days	Sr. SRS, Design Room, PTD Building
8. Pick- up the finished products at PTD.	8.1 Inform the client that the products are ready for pickup.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2. Release the finished products to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
9. Fill-out the <i>Client Satisfaction Measurement Form (QMS-F2)</i> .	9.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	9.2 Receive the duly accomplished Client Satisfaction Measurement Form (QMS-F2).	None	1 Minute	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<p><b>Regular Rate:</b> Php 489 per Hour</p> <p><b>Discounted Rate:</b> Php 391 per Hour</p>	<p><b>7 Days, 2 Hours,</b> <b>12 Minutes for</b> <b>eOP / 7 Days, 2</b> <b>Hours, 15</b> <b>Minutes for</b> <b>Manual</b></p>	



## 28. Technical Supervision and Evaluation for In-plant Production

Heat distribution test/ heat penetration test is a service offered by the PTD that identifies the zone within a retort (or any chamber) which receives the lowest temperature during thermal processing (with report).

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Equipment/ Product to be tested		Client
7) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ process/ packaging equipment requirement to the assigned technical personnel	3.1 Discuss the product/ process/ packaging equipment requirement of the client and PTD's availability to conduct the service	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
	3.2 Prepare the <i>Quotation Form</i> (PTD-F2) for the client.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
	3.3 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Sup. SRS, Staff Room, PTD Building
	3.3 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building





4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned technical personnel the schedule of visit to PTD to pay for the fees.	4.1 Email/ mail PTD-F2 Quotation Form to client.	None	5 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS , Reception Room, PTD Building</i>
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	6.2 Issue Invoice.	Regular Rate: Php 8,698	5 minutes	<i>Administrative Officer III</i>



		Discounted Rate: Php 6,958 + additional Php 2,280 per trial if needed for verification		Cashier Section, ADM, Metrology Building
7. Conduct the required service: Technical Supervision and Evaluation for In-Plant Production	7.1 Preparation of in-house facilities (within PTD) or travel to client's plant location for equipment verification (outside PTD).	Shouldered by client	2 Days	Sup. SRS, PTD Pilot Plant or Client's location
	7.2 Perform technical supervision & evaluation for in-plant production.	None	2 Days	Sup. SRS, PTD Pilot Plant or Client's location
	7.3 Prepare the Technical Service Report (PTD-F3).	None	5 Days	Sup. SRS, Staff Room, PTD Building
	7.4 Supervisor/ Division Chief to approve and sign the Technical Service Report (PTD-F3).	None	2 Days	Chief SRS, Staff Room, PTD Building
	7.5 Photocopy the approved/ signed Technical Service Report for the Division/ Section.	None	5 Minutes	SRS I, Staff Room, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form (QMS-F2)</i>	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	SRS I, Reception Room, PTD Building



	8.2 Receive the duly accomplished Client Satisfaction Measurement Form (QMS-F2)	None	1 Minute	SRS I, Reception Room, PTD Building
9. Receive the <i>Technical Service Report (PTD-F3)</i> from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	9.1 Issue the approved/ signed Technical Service Report (PTD-F3) to client.	None	10 Minutes	Sup. SRS, Staff Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents logbook</i> . If requested in electronic file, attach copy of email to clients in PTD's copy of Technical Services Report.	None	2 Minutes	SRS I, Staff Room, PTD Building
<b>TOTAL:</b>		Regular Rate: Php 8,698 Discounted Rate: Php 6,958	11 Days, 3 Hours, 29 Minutes for eOP / 11 Days, 3 Hours, 32 Minutes for Manual	



## 29. Technical Supervision (Assistance during production)

Assistance during the initial conduct of either heat penetration or heat distribution test (without report).

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
6) Equipment/ Product to be tested		Client		
7) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ process/ packaging equipment requirement to the assigned technical personnel	3.1 Discuss the product/ process/ packaging equipment requirement of the client and PTD's availability to conduct the service	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
	3.2 Prepare the <i>Quotation Form</i> (PTD-F2) for the client.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
	3.3 Division Chief/ Supervisor to approve and sign PTD-F2.	None	1 Hour	Sup. SRS, Staff Room, PTD Building
	3.3 Photocopy the approved/ signed PTD-F2 for the division/ section.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
4. Acknowledge receipt of <i>Quotation Form</i> (PTD-F2) and inform assigned technical personnel the schedule	4.1 Email/ mail PTD-F2 Quotation Form to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building



of visit to PTD to pay for the fees.				
5. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	5.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.2 Review/check client entries in the ITDI-F2	None	5 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sup. SRS, Reception Room, PTD Building</i>
	5.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS , Reception Room, PTD Building</i>
6. Proceed to the Metrology Building and pay for the fees.	6.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
	6.2 Issue Invoice.	Regular Rate: Php 8,698 Discounted Rate: Php 6,958 + additional Php 2,280 per trial if needed for verification	5 minutes	<i>Administrative Officer III Cashier Section, ADM, Metrology Building</i>



7. Conduct the required service: Technical Supervision and Evaluation for In-Plant Production	7.1 Preparation of in-house facilities (within PTD) or travel to client's plant location for equipment verification (outside PTD).	Shouldered by client	2 Days	Sup. SRS, PTD Pilot Plant or Client's location
	7.2 Perform technical supervision & evaluation for in-plant production.	None	2 Days	Sup. SRS, PTD Pilot Plant or Client's location
8. Fill-out the <i>Client Satisfaction Measurement Form (QMS-F2)</i>	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	SRS I, Reception Room, PTD Building
	8.2 Receive the duly accomplished Client Satisfaction Measurement Form (QMS-F2)	None	1 Minute	SRS I, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 4,349.00 Discounted Rate: Php 3,479.00</b>	<b>4 Days, 3 Hours, 12 Minutes for eOP / 4 Days, 3 Hours, 15 Minutes for Manual</b>	



### 30. Texture Analysis

Instrument used to analyze product texture.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Sample (20 pcs of the material to be tested)		Client		
6) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
7) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building





	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel.	3.1 Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building



5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 2,573 Discounted Rate: Php 2,058	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
6. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	6.2 Conduct the testing service.	None	1 Day	<i>Sup. SRS</i> , Testing Lab., PTD Building
	6.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	<i>Sup. SRS</i> , Staff Room, PTD Building
	6.4 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	30 Minutes	<i>Chief SRS</i> , Staff Room, PTD Building
	6.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	<i>Sup. SRS</i> , Staff Room, PTD Building
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS</i> , Staff Room, PTD Building



	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Staff Room, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Staff Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Staff Room, PTD Building
<b>TOTAL:</b>		Regular Rate: Php 2,573 Discounted Rate: Php 2,058	<b>2 Days, 2 Hours, 25 Minutes for eOP / 2 Days, 2 Hours, 28 Minutes for Manual</b>	



### 31. Training of Designer

Service provided to customer who requests training for label design development using adobe illustrator and application of information base on Mandatory labelling requirements.

<b>Office or Division:</b>	Packaging Technology Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
2) PTD Quotation Form, PTD-F2 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
3) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
4) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section
5) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section
6) Training hand-outs		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
7) Certificate of training		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room
8) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss training requirement to the assigned technical personnel.	3.1 Discuss the training requirement of the client.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building



	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	<i>Sr. SRS,</i> Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sr. SRS,</i> Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS,</i> Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II,</i> Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Training Fee – Php9,816 (minimum of 5 persons per training)	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
6. Acknowledge acceptance of schedule of training.	6.1 Prepare schedule and program of training.	None	5 Days	<i>Sr. SRS,</i> Reception Room, PTD Building
7. Attendance to the training.	7.1 PTD to deliver lecture and hands-on training on label design.	None	14 Days	<i>Sr. SRS,</i> Design Room, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sr. SRS,</i> Reception Room, PTD Building



	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Php 49,080 for 5 pax</b>	<b>19 Days, 1 Hour, 32 Minutes for eOP / 19 Days, 1 Hour, 35 Minutes for Manual</b>	



### 32. Use of Continuous Band Sealer

A service that allows the use of PTD's Continuous Band Sealer for a limited period of time.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Product for packing/ sealing		Client		
6) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building  SRS I,





	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
3. Discuss the product/ package requirement to the assigned technical personnel.	3.1 Discuss the product/ package requirement of the client and inform the client of PTD's availability to conduct the service.	None	30 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	<i>Sup. SRS</i> , Reception Room, PTD Building



	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	<i>Sup. SRS,</i> Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	<i>Chief SRS,</i> Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II,</i> Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 327 per Hour Discounted Rate: Php 262 per Hour	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
6. Submit product to be packed/ sealed to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the product to be packed/ sealed and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS,</i> Reception Room, PTD Building
	5.2 Prepare the equipment and corresponding accessories.	None	15 Minutes	<i>Sup. SRS,</i> Packing Room, PTD Building
	5.3 Perform the packing/ sealing operation.	None	1 Hour	<i>Sup. SRS,</i> Packing Room, PTD Building



7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Packing Room, PTD Building
	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Packing Room, PTD Building
8. Receive the packed/ sealed products from the assigned technical personnel.	8.1 Issue the packed/ sealed products to the client.	None	5 Minutes	Sup. SRS, Packing Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Packing Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 327 per Hour Discounted Rate: Php 262 per Hour</b>	<b>3 Hours, 5 Minutes for eOP / 3 Hours, 8 Minutes for Manual</b>	



### 33. Use of Form-Fill Seal for Solids

A service that allows the use of PTD's Form-Fill-Seal machine for a limited period of time.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Product for packing/ sealing		Client		
6) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ package requirement to the assigned technical personnel.	3.1 Discuss the product/ package requirement of the client and inform the client of PTD's availability to conduct the service.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building



	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 373 per Hour Discounted Rate: Php 298 per Hour	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
6. Submit product to be packed/ sealed to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the product to be packed/ sealed and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	6.2 Prepare the equipment and corresponding accessories.	None	15 Minutes	Sup. SRS, Packing Room, PTD Building
	6.3 Perform the packing/ sealing operation.	None	1 Hour	Sup. SRS, Packing Room, PTD Building
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Packing Room, PTD Building
	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS,



				Packing Room, PTD Building
8. Receive the packed/ sealed products from the assigned technical personnel.	8.1 Issue the packed/ sealed products to the client.	None	5 Minutes	<i>Sup. SRS,</i> Packing Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents.</i>	None	2 Minutes	<i>Sup. SRS,</i> Packing Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 373 per Hour Discounted Rate: Php 298 per Hour</b>	<b>3 Hours, 5 Minutes for eOP / 3 Hours, 8 Minutes for Manual</b>	



### 34. Use of Hot and Cold Sealer

A service that allows the use of PTD's Hot and Cold Sealer for a limited period of time.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Product for packing/ sealing		Client		
6) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to	None	2 Minutes	SRS I, Reception Room, PTD Building





	appropriate technical personnel.			
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ package requirement to the assigned technical personnel.	3.1 Discuss the product/ package requirement of the client and inform the client of PTD's availability to conduct the service.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building



	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 419 per Hour Discounted Rate: Php 335 per Hour	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
6. Submit product to be packed/ sealed to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the product to be packed/ sealed and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sup. SRS, Reception Room, PTD Building
	6.2 Prepare the equipment and corresponding accessories.	None	15 Minutes	Sup. SRS, Packing Room, PTD Building
	6.3 Perform the packing/ sealing operation.	None	1 Hour	Sup. SRS, Packing Room, PTD Building
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Packing Room, PTD Building



	7.2Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Packing Room, PTD Building
8. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sup. SRS, Packing Room, PTD Building
	8.2Receive the duly accomplished QMS-F2.	None	1 Minute	Sup. SRS, Packing Room, PTD Building
9. Receive the packed/ sealed products from the assigned technical personnel.	9.1 Issue the packed/ sealed products to the client.	None	5 Minutes	Sup. SRS, Packing Room, PTD Building
	9.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Packing Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 419 per Hour Discounted Rate: Php 335 per Hour</b>	<b>3 Hours, 5 Minutes for eOP / 3 Hours, 8 Minutes for Manual</b>	



### 35. Use of Sacheting Machine

A service that allows the use of PTD's Sacheting Machine for a limited period of time.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Product for packing/ sealing		Client		
6) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building	
2	Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3	Discuss the product/ package requirement to the assigned technical personnel.	3.1 Discuss the product/ package requirement of the client and inform the client of PTD's availability to conduct the service.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4	Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client.	None	10 minutes	Sup. SRS, Reception Room, PTD Building
		4.2 Review/check client entries in the ITDI-F2.	None	5 minutes	Sup. SRS, Reception Room, PTD Building
		4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
		4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
		4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building
		4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building



5	Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II, Accounting Section, FMD, Metrology Building</i>
		5.2 Issue Invoice.	Regular Rate: Php 313 per Hour Discounted Rate: P250 per Hour	5 minutes	<i>Administrative Officer III Cashier Section, ADM, Metrology Building</i>
6	Submit product to be packed/ sealed to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the product to be packed/ sealed and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
		6.2 Prepare the equipment and corresponding accessories.	None	15 Minutes	<i>Sup. SRS, R&amp;D Laboratory, PTD</i>
		6.3 Perform the packing/ sealing operation.	None	1 Hour	<i>Sup. SRS, R&amp;D Laboratory, PTD</i>
7	Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
		7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	<i>Sup. SRS, Reception Room, PTD Building</i>
8	Receive the packed/ sealed products from the assigned technical personnel.	8.1 Issue the packed/ sealed products to the client.	None	5 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>
		8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	<i>Sup. SRS, Reception Room, PTD Building</i>



<b>TOTAL:</b>	<b>Regular Rate: Php 313 per Hour Discounted Rate: Php 250 per Hour</b>	<b>3 Hours, 5 Minutes for eOP / 3 Hours, 8 Minutes for Manual</b>	
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### 36. Use of Shrink Packaging Machine

A service that allows the use of PTD's Shrink Packaging Machine for a limited period of time.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Product for packing/ sealing		Client		
6) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building





2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the product/ package requirement to the assigned technical personnel.	3.2 Discuss the product/ package requirement of the client and inform the client of PTD's availability to conduct the service.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client.	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2.	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.3 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building



	5.4 Issue Invoice.	Regular Rate: Php 450 per Hour Discounted Rate: P360 per Hour	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
6. Submit product to be packed/ sealed to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the product to be packed/ sealed and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	6.2 Prepare the equipment and corresponding accessories.	None	15 Minutes	<i>Sup. SRS</i> , R&D Laboratory, PTD
	6.3 Perform the packing/ sealing operation.	None	1 Hour	<i>Sup. SRS</i> , R&D Laboratory, PTD
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	<i>Sup. SRS</i> , Reception Room, PTD Building
8. Receive the packed/ sealed products from the assigned technical personnel.	8.1 Issue the packed/ sealed products to the client.	None	5 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate:</b> Php 450 per Hour <b>Discounted Rate:</b> Php 360 per Hour	<b>3 Hours,</b> <b>5 Minutes for</b> <b>eOP, 3 Hours, 8</b> <b>Minutes for</b> <b>Manual</b>	



### 37. Use of Vacuum Packaging Machine

A service that allows the use of PTD's vacuum packaging machine for a limited period of time.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Product for packing/ sealing		Client		
6) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
9. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building
	1.2 Officer of the Day will direct the client to	None	2 Minutes	SRS I, Reception Room, PTD Building



	appropriate technical personnel.			
10. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
11. Discuss the product/ package requirement to the assigned technical personnel.	3.3 Discuss the product/ package requirement of the client and inform the client of PTD's availability to conduct the service.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
12. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client.	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2.	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building



13. Proceed to the Metrology Building and pay for the fees.	5.5 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	5.6 Issue Invoice.	Regular Rate: Php 300 per Hour Discounted Rate: P240 per Hour	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
14. Submit product to be packed/ sealed to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the product to be packed/ sealed and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	6.2 Prepare the equipment and corresponding accessories.	None	15 Minutes	<i>Sup. SRS</i> , R&D Laboratory, PTD
	6.3 Perform the packing/ sealing operation.	None	1 Hour	<i>Sup. SRS</i> , R&D Laboratory, PTD
15. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	7.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	<i>Sup. SRS</i> , Reception Room, PTD Building
16. Receive the packed/ sealed products from the assigned technical personnel.	8.1 Issue the packed/ sealed products to the client.	None	5 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building



<b>TOTAL:</b>	<b>Regular Rate: Php 300 per Hour Discounted Rate: P240 per Hour</b>	<b>3 Hours, 5 Minutes for eOP / 3 Hours, 8 Minutes for Manual</b>	
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### 38. UTM for Tensile Test

Tensile test is used to determine the maximum strength or load that a material can withstand.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Sample (20 pcs of the material to be tested)		Client		
6) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
7) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS /, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.2 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel.	3.1 Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building





5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 2,410 Discounted Rate: Php 1,928	5 minutes	<i>Administrative Officer III</i> , Cashier Section, ADM, Metrology Building
6. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	6.2 Sample conditioning	None	2 Days	Sr. SRS, Testing Lab, SPTL
	6.3 Conduct the testing service.	None	1 Day	Sr. SRS, Testing Lab, SPTL
	6.4 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building
	6.5 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	30 Minutes	<i>Chief SRS</i> , Staff Room, PTD Building
	6.6 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
7. Fill-out the <i>Client Satisfaction</i>	7.1 Provide the Client Satisfaction Measurement	None	10 Minutes	Sr. SRS, Reception Room, PTD Building



<i>Measurement Form</i> (QMS-F2).	Form (QMS-F2) to the client.			
	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 2,410 Discounted Rate: Php 1,928</b>	<b>4 Days, 2 Hours, 25 Minutes for eOP / 4 Days, 2 Hours, 28 Minutes for Manual</b>	



### 39. UTM for Peel Test

Peel test is used to determine the adhesive strength or bond strength between two bonded materials by applying a controlled peeling force.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Sample (20 pcs of the material to be tested)		Client		
6) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
7) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS /, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel.	3.1 Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building



5. Proceed to the Metrology Building and pay for the fees.	5.3 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	5.4 Issue Invoice.	Regular Rate: Php 2,410 Discounted Rate: Php 1,928	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
6. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	6.2 Sample conditioning	None	2 Days	Sr. SRS, Testing Lab, SPTL
	6.3 Conduct the testing service.	None	1 Day	Sr. SRS, Testing Lab, SPTL
	6.4 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building
	6.5 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	30 Minutes	Chief SRS, Staff Room, PTD Building
	6.6 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
7. Fill-out the <i>Client Satisfaction</i>	7.1 Provide the Client Satisfaction Measurement	None	10 Minutes	Sr. SRS, Reception Room, PTD Building



<i>Measurement Form</i> (QMS-F2).	Form (QMS-F2) to the client.			
	7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 2,410 Discounted Rate: Php 1,928</b>	<b>4 Days, 2 Hours, 25 Minutes for eOP / 4 Days, 2 Hours, 28 Minutes for Manual</b>	



#### 40. UTM for Seal Strength Test

Seal-strength test is used to determine the mechanical integrity of sealed packaging materials, such as pouches, blister packs, and flexible packaging. It evaluates the force required to separate or break the seal.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Sample (20 pcs of the material to be tested)		Client		
6) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
7) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel.	3.1 Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building





5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 2,410 Discounted Rate: Php 1,928	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
6. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	6.2 Sample conditioning	None	2 Days	Sr. SRS, Testing Lab, SPTL
	6.3 Conduct the testing service.	None	1 Day	Sr. SRS, Testing Lab, SPTL
	6.4 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	Sr. SRS, Staff Room, PTD Building
	6.5 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	30 Minutes	Chief SRS, Staff Room, PTD Building
	6.6 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	Sr. SRS, Staff Room, PTD Building
7. Fill-out the <i>Client Satisfaction</i>	7.1 Provide the Client Satisfaction Measurement	None	10 Minutes	Sr. SRS, Reception Room, PTD Building



<i>Measurement Form</i> (QMS-F2).	Form (QMS-F2) to the client.  7.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division.	8.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sr. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 2,410 Discounted Rate: Php 1,928</b>	<b>4 Days, 2 Hours, 25 Minutes for eOP / 4 Days, 2 Hours, 28 Minutes for Manual</b>	



#### 41. Water Vapor Transmission Rate Testing

Measure of the passage of water through a material.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Sample (3 pcs. A4 sized samples)		Client		
6) Technical service report, PTD-F3 (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
7) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in).	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS I, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS I, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel	3.1 Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sup. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sup. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sup. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sup. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sup. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Chief SRS, Reception Room, PTD Building



5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	<i>Administrative Assistant II</i> , Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular Rate: Php 11,623 Discounted Rate: Php 9,298	5 minutes	<i>Administrative Officer III</i> Cashier Section, ADM, Metrology Building
6. Submit product samples to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the samples and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	6.2 Conduct the testing service.	None	14 Days	<i>Sup. SRS</i> , Testing Lab, SPTL
	6.3 Prepare the <i>Technical Service Report</i> (PTD-F3).	None	1 Day	<i>Sup. SRS</i> , Staff Room, PTD Building
	7.3 Supervisor/ Division Chief will approve and sign the PTD-F3.	None	30 Minutes	<i>Chief SRS</i> , Staff Room, PTD Building
	6.5 Photocopy the approved/ signed PTD-F3 for the Division/ Section.	None	5 Minutes	<i>Sup. SRS</i> , Staff Room, PTD Building
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	<i>Sup. SRS</i> , Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	<i>Sup. SRS</i> , Reception Room, PTD Building



8. Receive the <i>Technical Service Report</i> (PTD-F3) from the assigned technical personnel via email or pick-up at the Packaging Technology Division	7.1 Issue the approved/ signed PTD-F3 to client.	None	5 Minutes	Sup. SRS, Reception Room, PTD Building
	7.2 Make the client sign in the <i>Outgoing Documents</i> .	None	2 Minutes	Sup. SRS, Reception Room, PTD Building
<b>TOTAL:</b>		<b>Regular Rate: Php 11,623 Discounted Rate: Php 9,298</b>	<b>15 Days, 2 Hours, 25 Minutes for eOP / 15 Days, 2 Hours, 28 Hours for Manual</b>	



## 42. Weathering Test

A service that allows the use of PTD's weathering chamber for a limited period of time.

<b>Office or Division:</b>	Packaging Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) PTD Consultation Form, PTD-F1 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
2) Request for Technical Service form, ITDI-F2 (1 original copy for assigned technical personnel/section/division concerned)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
3) Order of payment (1 original copy for Accounting Section)		ITDI/ Metrology Building/ Financial Management Division (FMD)/ Accounting Section		
4) Invoice (1 original copy for client, 1 photocopy for assigned technical personnel)		ITDI/ Metrology Building/ Administrative Division (ADM)/ Cashier Section		
5) Product for testing		Client		
6) Client Satisfaction Measurement Form, QMS-F2 (1 original copy for assigned technical personnel)		ITDI/ Packaging Technology Division (PTD) Building/ Reception Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry (via telephone call, email, or walk-in)	1.1 Officer of the Day will accommodate the client on their inquiry.	None	2 Minutes	SRS /, Reception Room, PTD Building



	1.2 Officer of the Day will direct the client to appropriate technical personnel.	None	2 Minutes	SRS /, Reception Room, PTD Building
2. Fill-out and submit the <i>Consultation Form</i> (PTD-F1) to assigned technical personnel.	2.1 Provide the <i>Consultation Form</i> (PTD-F1) to client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
3. Discuss the testing requirement to the assigned technical personnel.	3.1 Discuss the testing requirement of the client and inform client on when to submit samples for testing.	None	30 Minutes	Sr. SRS, Reception Room, PTD Building
4. Fill-out and submit the <i>Request for Technical Service Form</i> (ITDI-F2).via Technical Services Information System (TSIS)	4.1 Discuss the filling out of ITDI-F2 to the client	None	10 minutes	Sr. SRS, Reception Room, PTD Building
	4.2 Review/check client entries in the ITDI-F2	None	5 minutes	Sr. SRS, Reception Room, PTD Building
	4.3 Fill-out the ITDI Section in the ITDI-F2 and validate	None	15 minutes	Sr. SRS, Reception Room, PTD Building
	4.4 Give copies of ITDI-F2 to the client for signature.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.5 Assigned technical personnel will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building
	4.6 Division Chief/ OIC/ Section Head will sign ITDI-F2.	None	1 minute	Sr. SRS, Reception Room, PTD Building





				Chief SRS, Reception Room, PTD Building
5. Proceed to the Metrology Building and pay for the fees.	5.1 Processing of order of payment at Accounting Section.	None	4 minutes for eOP or 7 minutes for manual	Administrative Assistant II, Accounting Section, FMD, Metrology Building
	5.2 Issue Invoice.	Regular rate: Php 1,170 per Hour Discounted Rate: Php 936 per Hour	5 minutes	Administrative Officer III Cashier Section, ADM, Metrology Building
6. Submit product to be tested to assigned technical personnel and sign in the <i>Customer-supplied property logbook</i> .	6.1 Receive the product to be tested and have the client sign in the <i>Customer-supplied property logbook</i> .	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	6.2 Prepare the equipment and corresponding accessories.	None	4 Hours	Sr. SRS, Testing Lab, SPTL
	6.3 Perform the weathering operation.	None	1 Hour	Sr. SRS, Testing Lab, SPTL
7. Fill-out the <i>Client Satisfaction Measurement Form</i> (QMS-F2).	8.1 Provide the Client Satisfaction Measurement Form (QMS-F2) to the client.	None	10 Minutes	Sr. SRS, Reception Room, PTD Building
	8.2 Receive the duly accomplished QMS-F2.	None	1 Minute	Sr. SRS, Reception Room, PTD Building
8. Receive the sealed products from the assigned technical personnel.	7.1 Issue the tested products to the client.	None	5 Minutes	Sr. SRS, Reception Room, PTD Building
		None	2 Minutes	



	7.2 Make the client sign in the <i>Outgoing Documents.</i>			Sr. SRS, Reception Room, PTD Building
	<b>TOTAL:</b>	<b>Regular rate: Php 1,170 per Hour Discounted Rate: Php 936 per Hour</b>	<b>6 Hours, 50 Minutes for eOP / 6 Hours, 53 Minutes for Manual</b>	



## **PTD Services**

### **Standardized Fees**

**A. Package Development** Php 18, 421.00

**B. Shelf Life Testing\***

1. Low Acid Canned Foods	Php 19,930.00
2. High Acid Foods	Php 16,308.00
3. Dried Foods	Php 16,820.00
4. Perishable Foods	Php 6,552.00
5. Frozen Foods	Php 14,639.00

*\* Additional fee for package development and shelf life testing such as microbial and chemical analyses- as per quotation.*

**C. Technical Supervision and Evaluation for In- Plant Production** - Php 8,698.00  
**Technical Supervision (Assistance during Production)** - Php 4,349.00

**D. Transport Packaging**

1. Evaluation of Packaging for Transport	
i. Drop Test	Php 5,145.00
ii. Fixed Displacement	Php 5,145.00
2. Packaging Design for Transport Packaging with Cushion Design	Php 7,807.00
3. Compression Testing for Small Individual Packages	Php 3,043.00
4. Compression Testing for Palletized Load	Php 3,660.00
5. Leak Testing	Php 975.00
6. Random Vibration Testing	Php10,180.00

**E. Nutrition Labeling**

1. Evaluation only Php 2, 338.00 per sample



## F. Label Design

1. Without Concept Development	Php 2,341.00
2. With Concept Development	Php 3,951.00
3. Label Design for Box	
i. Category 1 (stock design with minimal alteration)	Php 5,178.00
ii. Category 2 (custom design)	Php 6,057.00
Short- Run Production (boxes and gift packs)	Php 489.00 per hr
Evaluation of Mandatory Labeling Requirements	Php 746.00
Brand development	Php 5,256.00
Training of Designer	Php 9, 816.00 per person

## G. Use of Facilities

1. Vacuum Packaging Machine	Php 300.00 per hr
2. Form- Fill- Seal Machine	Php 373.00 per hr
3. Continuous Band Sealer	Php 327.00 per hr
4. Shrink Packaging Machine	Php 450.00 per hr
5. Sacheting Machine	Php 313.00 per hr
6. Hot and Cold Sealer	Php 419.00 per hr
7. Retort Rental	Php 2,280.00 per hr
8. Preparation Room Rental	Php 2,231.00 per day

## H. Testing

1. Water Vapor Transmission Rate	Php 11,623.00 per sample
2. Oxygen Transmission Rate	Php 9,451.00 per sample
3. Migration Testing for Plastic Materials	Php 6,170.00 per sample
4. Identification of Plastic using DSC	Php 3,000.00 per sample
5. Burst Test	PhP 1,891.00 per sample
6. UTM for Tensile Test	Php 2,410.00 per sample
7. UTM for Peel Test	Php 2,410.00 per sample
8. UTM for Seal Strength Test	Php 2,410.00 per sample
9. Texture Analysis	Php 2,573.00 per sample
10. Weathering Test	Php 1,170.00 per hr

NOTE: *Discount of 20% from the full amount shall be given to students, senior citizens, and persons with disabilities (PWDs)*



## VII. FEEDBACK AND COMPLAINTS MECHANISMS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Fill-out <b>QMS-F1 Customer Complaints Form</b> and drop it at the designated drop box in the lobby of buildings: Metrology, FPD/MSD, CED, EBD, PTD, STD, and ADMATEL.</p> <p>Contact info: 86837750 to 69 local 2218  <a href="mailto:oddats@itdi.dost.gov.ph">oddats@itdi.dost.gov.ph</a></p>
How feedback is processed?	<p>Consolidated feedback is submitted to ODD-ATS.</p> <p>Discuss customer's feedback in the management review for further action.</p> <p>Concerned division will take appropriate corrective action and inform the customer / complainant.</p> <p>For inquiries and follow-ups, client may contact the following: (02) 86837750 to 69 local 2218.</p>
How to file a complaint?	<p>Option 1:  Fill-out <b>QMS-F1 Customer Complaints Form</b> and drop it at the designated drop box in the lobby of buildings: Metrology, FPD/MSD, CED, EBD, PTD, STD, and ADMATEL.</p> <p>Option 2:  Open <a href="http://itdi.dost.gov.ph">itdi.dost.gov.ph</a> website and click the "helpdesk" menu. Fill-out all fields and provide details of complaint. Then click submit.</p> <p>For inquiries and follow-ups, client may contact the following: (02) 86837750 to 69 local 2218.</p>
How complaints are processed?	<p>Website administrator forwards the complaint thru email to the ODD-ATS. (For option 1, proceed to next step)</p>

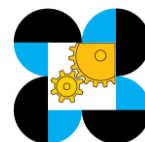


	<p>Concerned division investigates the validity of the complaint.</p> <p>Discuss customer's complaint among the staffs of the concerned division for their explanation.</p> <p>Concerned division will create a report after the investigation and shall submit it to the Deputy Director / Director for appropriate action.</p> <p>Concerned division will give the feedback to the client / complainant.</p> <p>For inquiries and follow-ups, client may contact the following: (02) 86837750 to 69 local 2218 or 2182.</p>
Contact Information of ARTA, PCC, PCC, CCB?	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782)</p> <p>PCC: 8888 CCB: 0908-881-6565 (SMS) 165 65 (Call)</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p>



## VIII. LIST OF OFFICES

Office	Address	Contact Information
Office of the Director	DOST Compound, Gen. Santos Ave., Bicutan, Taguig City	Tel No.: (632) 8683-7750 To 69 loc. 2215 or 2182  Email Address: <a href="mailto:od@itdi.dost.gov.ph">od@itdi.dost.gov.ph</a> ; <a href="mailto:avbriones@itdi.dost.gov.ph">avbriones@itdi.dost.gov.ph</a>
Office of the Deputy Director – Research & Development	-do-	Tel. No. (632) 8683-7750 to 69 loc. 2232  Email Address: <a href="mailto:oddrrd@itdi.dost.gov.ph">oddrrd@itdi.dost.gov.ph</a> ; <a href="mailto:rlesguerra@itdi.dost.gov.ph">rlesguerra@itdi.dost.gov.ph</a>
Office of the Deputy Director – Administrative & Technical Services	-do-	Tel. No. (632) 8683-7750 to 69 loc. 2218  Email Address: <a href="mailto:oddats@itdi.dost.gov.ph">oddats@itdi.dost.gov.ph</a> ; <a href="mailto:ifquizon@itdi.dost.gov.ph">ifquizon@itdi.dost.gov.ph</a>
<b>RESEARCH AND DEVELOPMENT DIVISIONS</b>		
Chemicals and Energy Division	-do-	Tel. No. (632) 8683-7750 to 69 loc. 2216  Email Address: <a href="mailto:ced@itdi.dost.gov.ph">ced@itdi.dost.gov.ph</a> ; <a href="mailto:avobawagan@itdi.dost.gov.ph">avobawagan@itdi.dost.gov.ph</a> ; <a href="mailto:kccaganda@itdi.dost.gov.ph">kccaganda@itdi.dost.gov.ph</a>
Environmental Biotechnology Division	-do-	Tel. No. (632) 8683-7750 to 69 loc. 2185  Email Address: <a href="mailto:ebd@itdi.dost.gov.ph">ebd@itdi.dost.gov.ph</a> ; <a href="mailto:rlesguerra@itdi.dost.gov.ph">rlesguerra@itdi.dost.gov.ph</a>
Food Processing Division	-do-	Tel. No. (632) 8683-7750 to 69 loc. 2165  Email Address: <a href="mailto:fpd@itdi.dost.gov.ph">fpd@itdi.dost.gov.ph</a> ; <a href="mailto:rmbelandres@itdi.dost.gov.ph">rmbelandres@itdi.dost.gov.ph</a> ; <a href="mailto:meevaristo@itdi.dost.gov.ph">meevaristo@itdi.dost.gov.ph</a> ; <a href="mailto:rmgomez@itdi.dost.gov.ph">rmgomez@itdi.dost.gov.ph</a>
Materials Science Division	-do-	Tel. No. (632) 8683-7750 to 69 loc. 2201, 2233  Email Address: <a href="mailto:msd@itdi.dost.gov.ph">msd@itdi.dost.gov.ph</a> ; <a href="mailto:mtmargarito@itdi.dost.gov.ph">mtmargarito@itdi.dost.gov.ph</a>
Packaging Technology Division	-do-	Tel. No. (632) 8683-7750 to 69 loc. 2231  Email Address: <a href="mailto:packaging@itdi.dost.gov.ph">packaging@itdi.dost.gov.ph</a> ; <a href="mailto:fvloberiano@itdi.dost.gov.ph">fvloberiano@itdi.dost.gov.ph</a>



TECHNICAL SERVICES DIVISIONS		
National Metrology Division	-do-	<p>Tel. No. (632) 8683-7750 to 69 loc. 2238/2272</p> <p>Email Address: <a href="mailto:metrology@itdi.dost.gov.ph">metrology@itdi.dost.gov.ph</a>; <a href="mailto:mjasolis@itdi.dost.gov.ph">mjasolis@itdi.dost.gov.ph</a></p>
Standards and Testing Division	-do-	<p>Tel. No. (632) 8683-7750 to 69 loc. 2198, 2188</p> <p>Email Address: <a href="mailto:std@itdi.dost.gov.ph">std@itdi.dost.gov.ph</a>; <a href="mailto:mrvparcon@itdi.dost.gov.ph">mrvparcon@itdi.dost.gov.ph</a></p>
Technological Services Division	-do-	<p>Tel. No. (632) 8683-7750 to 69 loc. 2265</p> <p>Email address: <a href="mailto:tsd@itdi.dost.gov.ph">tsd@itdi.dost.gov.ph</a>; <a href="mailto:tmnchan@itdi.dost.gov.ph">tmnchan@itdi.dost.gov.ph</a></p>
SUPPORT DIVISIONS		
Administrative Division	-do-	<p>Tel. No. (632) 8683-7750 to 69 locals: <b>HRMS:</b> 2219; <b>PPMS:</b> 2220; <b>RMS:</b> 2221; <b>Cashier:</b> 2227; <b>OTC:</b> 2216</p> <p>Email Address: <a href="mailto:admhrms@itdi.dost.gov.ph">admhrms@itdi.dost.gov.ph</a>; <a href="mailto:admpps@itdi.dost.gov.ph">admpps@itdi.dost.gov.ph</a>; <a href="mailto:itdi-records@itdi.dost.gov.ph">itdi-records@itdi.dost.gov.ph</a>; <a href="mailto:admccashier@itdi.dost.gov.ph">admccashier@itdi.dost.gov.ph</a>; <a href="mailto:mmregonda@itdi.dost.gov.ph">mmregonda@itdi.dost.gov.ph</a></p>
Finance and Management Division	-do-	<p>Tel. No. (632) 8683-7750 to 69 loc. 2224/2223</p> <p>Email Address: <a href="mailto:fmd@itdi.dost.gov.ph">fmd@itdi.dost.gov.ph</a>; <a href="mailto:emcharlon@itdi.dost.gov.ph">emcharlon@itdi.dost.gov.ph</a></p>
Planning and Management Information Systems Division	-do-	<p>Tel. No. (632) 8683-7750 to 69 loc. 2183</p> <p>Email Address: <a href="mailto:pmis@itdi.dost.gov.ph">pmis@itdi.dost.gov.ph</a>; <a href="mailto:ratcruz@itdi.dost.gov.ph">ratcruz@itdi.dost.gov.ph</a></p>