

B. Handling of Releasing of Report of Analysis				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Official Receipt (OR)	Check OR	None	1 minute	Customer
Fill – out completely the Customer Satisfaction Feedback (CSF) Form	Give Customer Satisfaction Feedback Form.	None	5 minutes	Customer Relations Officer (CRO)
	Ensure completeness of the CSF form and answer comments if there are any			
Sign in the releasing form	Release report of analysis	None	2 minutes	