|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **II. Testing and Calibration Services** | | | | | | | | | | |
| The DOST-CAR Regional Standards and Testing Laboratory consists of three laboratories: The Chemical and Microbiological Laboratories which to cater food, water, and wastewater testing needs of customers, and the Regional Metrology Laboratory that provides calibration of weighing equipment and standards, thermometers, hygrometers and calibrating buckets. | | | | | | | | | | |
| **Office or Division:** | | | Technical Services | | | | | | | |
| **Classification:** | | | Highly Technical | | | | | | | |
| **Type of Transaction:** | | | G2C - for services whose client is the transacting public | | | | | | | |
| G2B - for services whose client is a business entity | | | | | | | |
| G2G - for services whose client is another government agency, government employee or official | | | | | | | |
| **Who may avail:** | | | Internal and External Customers | | | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | | **WHERE TO SECURE** | | | | | |
| List of available tests, fees, and sample requirements are indicated in the brochures below. | | | | | RSTL Office (located at the DOST-CAR Regional Office) and RML Office (located at the Benguet Provincial Science and Technology Center) | | | | | |
| **A.    HANDLING OF SUBMISION OF SAMPLE/S** | | | | | | | | | | |
| **CLIENT STEPS** | | | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** | | |
|
| Submit sample/s | | | Customer Relations Officer (CRO) receives and evaluates the sample/s | | List of available tests, fees, and sample requirements are indicated in the brochures below. | | 5 minutes | Customer    Customer Relations Officer (CRO) | | |
|
| Review and sign the Technical Service Request | | | ·    If service/s is/are available, the CRO inputs customer details in the Unified Laboratory Information Management System (ULIMS), agree with customer on the terms and print request | | Provincial Customer Relations Officer (PCRO) | | |
| ·    If not, the CRO refers the sample/s thru the OneLab Referral Network | |
|
| For samples received in the PSTCs: | | | For samples received in the PSTCs: | | List of available tests, fees, and sample requirements are indicated in the brochures below. | |  |  | | |
| Pay corresponding courier fee | | |  | |
| ·   PCRO receives and evaluates sample/s | | 5 minutes | Customer | | |
| ·   PCRO sends sample/s via courier to the Regional Office | | 2 days | Customer Relations Officer (CRO) | | |
|
| ·   CRO receives couriered samples in the Regional Office | | 3 minutes | Provincial Customer Relations Officer (PCRO) | | |
|
| Secure Order of Payment | | | Encode Order of Payment | | 5 minutes | Accountant | | |
| Pay corresponding testing and calibration fee | | | Issue Official Receipt (OR) | | 5 minutes | Cashier | | |
| Return to RSTL Office and show issued OR | | | Note the OR number in the releasing form | | 1 minute | Customer Customer Relations Officer (CRO) | | |
|
|  | | | Perform/ Conduct Testing and Calibration | | 2-10 working days per parameter | Analyst and Calibration Officer | | |
|
| **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 |
|  |  |  | |  | |  | | |  |
|  |  |  | |  | |  | | |  |
| **REGIONAL METROLOGY LABORATORY’S BROCHURE**  **(TESTS, FEES, AND SAMPLE REQUIREMENTS)**  C:\Users\Acer\Downloads\Inside v2.tif | | | | | | | | | | |

