

















Citizen's Charter Process No. _____

Name of Agency : DENR-EMB XII
Frontline Service : Laboratory Services
Schedule of Availability of Service : Monday to Friday (8:00 am - 5:00 pm)
How to Avail

No. (A)	Customer Activity (B)	DENR-EMB ACTION (C)	OFFICE/PERSON RESPONSIBLE/LOCATION (D)	DURATION (E)	DOCUMENTARY REQUIREMENTS (F)	AMOUNT OF FEES (G)
1	Request of Appointment 	Scheduling of client sample	Laboratory Analyst	Weekdays		BOD : 600.00 DO: 120.00 pH: 35.00 TS, TSS, TDS : Oil and grease: 120.00 Total Coliform: 450.00 Fecal Coliform: 450.00 * Billing is subject to change...
2	Laboratory Samples Submission  Schedule of submission: 1. BOD analysis - Wed to Fri 2. Grease and Oil analysis - Mon to Fri 3. Total and Fecal Coliform - Mon to Wed 4. Water body Samples	Sample screening 	Laboratory Analyst	1 day		
		Acceptance of samples 	Laboratory Analyst			
		Assign Laboratory Code 	Laboratory Analyst			
		Log Data on Logbook 	Laboratory Analyst			
	Fill up Chain of Custody Form 	Check for correctness of data provided by the customer. 	Laboratory Analyst		chain of custody form.	
		Sign order of payment. 	Laboratory Chief		Order of Payment	
		Sign order of payment 	Division Chief		Order of Payment	
		Perform analysis based on requested parameter 	Laboratory Analyst	5 days	Order of Payment	
	Payment at the Cashier 	Issuance of OR upon receiving of payment. 	Cashier	1 day		
						
	Release laboratory results from Mon to Fri 	Release Certificate of Analysis (COA)	Laboratory Analyst		Official Receipt	