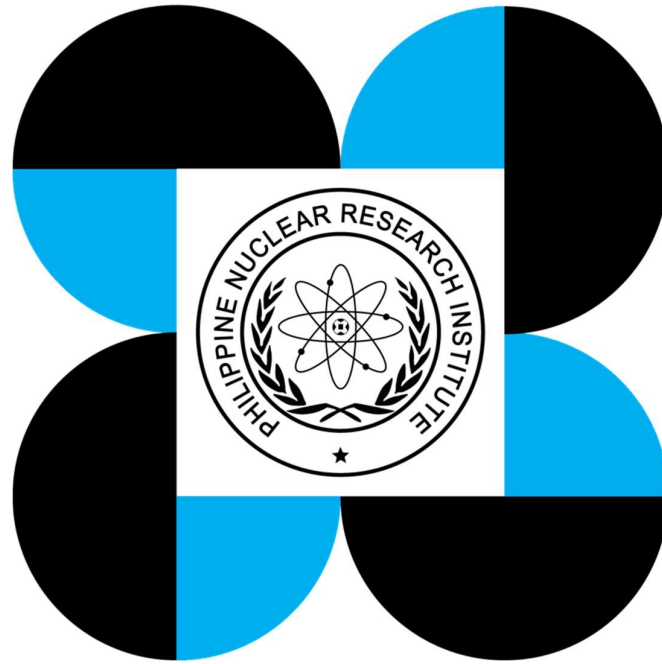


**PHILIPPINE  
NUCLEAR  
RESEARCH  
INSTITUTE**

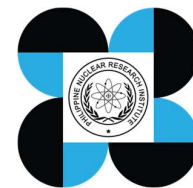
# **CITIZEN'S CHARTER 2023**

**(1ST EDITION)**



**PHILIPPINE NUCLEAR RESEARCH INSTITUTE**

**CITIZEN'S CHARTER 2023  
(1<sup>st</sup> Edition)**



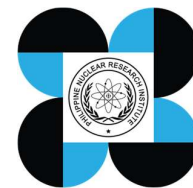
## **FOREWORD**

The Department of Science and Technology- Philippine Nuclear Research Institute (DOST-PNRI) endeavors to uphold the highest standard of service in the pursuit of its mandate which is to develop and regulate the safe and peaceful uses of nuclear science and technology in the Philippines.

Such standard of service is ingrained in DOST-PNRI as it undertakes research and development activities in the peaceful uses of nuclear energy, institutes regulations on the said uses, and carries out the enforcement of said regulations to protect the health and safety of radiation workers and the general public.

In compliance to R.A. 11032 that requires all government agencies to have a Citizen's Charter, the procedures of the DOST-PNRI's frontline services are therefore recorded in this Citizen's Charter as reference to the Institute's mark of quality and efficiency as it provides its brand of service to the public.

**CARLO A. ARCILLA, Ph.D.**  
Director



### **I. Mandate:**

To undertake research and development activities in the peaceful uses of nuclear energy, to institute regulations on the said uses and to carry out the enforcement of said regulations to protect the health and safety of radiation workers and the general public.

### **II. Vision:**

The PNRI is an institution of excellence – a provider of innovative and effective nuclear and radiation science and technology for national prosperity.

### **III. Mission:**

The PNRI contributes to the improvement of the quality of Filipino life through the highest standards of research and development, specialized nuclear and radiation services, technology transfer, and efficient implementation of nuclear and radiation safety practices and regulations.

### **IV. Service Pledge:**

We, the officials and employees of PNRI, commit to:

**Nurture** the inherent right of every citizen to prompt, efficient and high quality specialized nuclear services;

**Uplift** and improve the quality of life through the safe and secure use of nuclear energy;

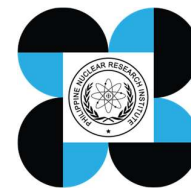
**Consolidate** all our efforts to ensure a more effective and efficient use of available resources to better serve the country;

**Lead** in the global search for long-term sustainable solutions to current issues affecting humanity through nuclear science and technology

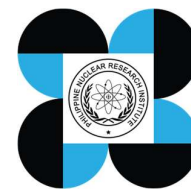
**Ensure** fair, just and objective implementation of our nuclear regulations consistent with international safety standards in consultation with concerned stakeholders

**Account** for all our actions in addressing every citizen's needs and concerns with utmost transparency and integrity; and

**Respond** proactively to national, regional and international calls for cooperation and mutual agreements to further strengthen nuclear science and technology



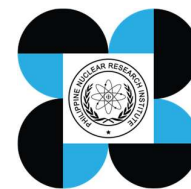
In affirmation of these commitments,  
the PNRI is at your service 24 by 7 through our website, [www.pnri.dost.gov.ph](http://www.pnri.dost.gov.ph),  
and our trunk lines at (02) 8929-60-10 to 19.



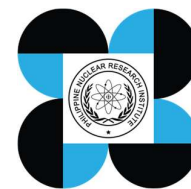
## LIST OF SERVICES

### Philippine Nuclear Research Institute

EXTERNAL SERVICES .....	7
1. Issuance of New/Amendment of Radioactive Material License .....	8
2. Issuance of Renewed Radioactive Material License .....	12
3. Issuance of Certificate of Exemption (COE) and Other Certifications .....	15
4. Issuance of Certificate of Release of Radioactive Materials (COR) from the Bureau of Customs .....	16
5. Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities .....	18
6. Issuance of Permit to Transport .....	20
7. OSL / TLD Personnel Monitoring Services .....	22
8. Calibration and Dose Measurement Services: Activity Meter • Teletherapy Machine • Sources for Brachytherapy .....	26
9. Calibration of Radiation Monitoring Instruments .....	29
10. Radiation Control: Wipe Sample Analysis .....	30
11. Radiation Control: Leak Testing of Sealed Sources .....	32
12. Radiation Control: Radiation Monitoring and Hazards Evaluation .....	33
13. Radiation Control: Lease of Survey Meter .....	35
14. Lease of Moisture Density Gauge .....	36
15. Temporary Storage of Radioactive Material .....	38
16. Radioactive Waste Management Services .....	39



<b>17. Electron Beam Irradiation Services .....</b>	<b>41</b>
<b>18. Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (ObS) .....</b>	<b>44</b>
<b>19. Gamma Irradiation Services: Multipurpose Irradiation Facility .....</b>	<b>46</b>
<b>20. Radiometric and Chemical Analysis .....</b>	<b>47</b>
<b>21. Gamma Column Scanning .....</b>	<b>51</b>
<b>22. Instrument Repair: Survey Meter .....</b>	<b>52</b>
<b>23. Microbiological Analysis .....</b>	<b>55</b>
<b>24. Cytogenetic Analysis .....</b>	<b>57</b>
<b>25. Nuclear Training Services: Application to Training Courses .....</b>	<b>59</b>
<b>26. Nuclear Training Services: Response to Request for Training Course .....</b>	<b>61</b>
<b>27. Nuclear Training Services: Processing of OJT Application .....</b>	<b>63</b>
<b>28. Nuclear Training Services: Processing of Application for Thesis/Research Advisorship Program .....</b>	<b>64</b>
<b>29. Nuclear Awareness Seminars and Exhibits .....</b>	<b>66</b>
<b>30. Guided Tour of PNRI Facilities.....</b>	<b>67</b>
<b>31. Assistance to Walk-in Visitors .....</b>	<b>69</b>
<b>32. Library Services .....</b>	<b>70</b>
<b>33. Online Library Services.....</b>	<b>71</b>
<b>INTERNAL SERVICES.....</b>	<b>73</b>
<b>1. Processing of Purchase Request (PR).....</b>	<b>74</b>
<b>2. Processing and Approval of Purchase Order (PO) and Job Order (JO).....</b>	<b>78</b>
<b>3. Processing of Payment for Purchase Orders (PO), Job Orders (JO) and Contracts .....</b>	<b>82</b>



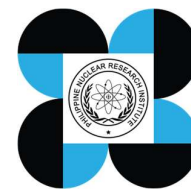
<b>4. Processing of Government Obligation and Payment of Various Reimbursements .....</b>	<b>84</b>
<b>5. Processing of Government Obligation and Payment for IOTs and LTOs .....</b>	<b>87</b>
<b>6. Issuance of Service Records, Office Clearance and Contract of Service for Foreign Travel (Official/Personal) .....</b>	<b>90</b>
<b>7. Collection of Payments and Deposits for Various PNRI Services .....</b>	<b>91</b>
<b>8. Disbursement of Checks/ADA Preparation .....</b>	<b>93</b>
<b>9. Request for Use of PNRI Vehicle.....</b>	<b>95</b>
<b>10. Request for Equipment/Materials Brought In/Out to PNRI .....</b>	<b>96</b>
<b>11. Request to Work during Weekends and Holidays .....</b>	<b>98</b>
<b>12. Request for Carpentry, Electrical/ Telephone and Plumbing Works .....</b>	<b>100</b>
<b>13. Request for Photocopying and Printing Services .....</b>	<b>101</b>
<b>List of Offices .....</b>	<b>104</b>



# **Philippine Nuclear Research Institute**

---

EXTERNAL SERVICES

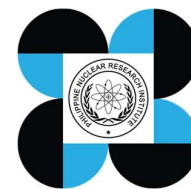


### 1. Issuance of New/Amendment of Radioactive Material License

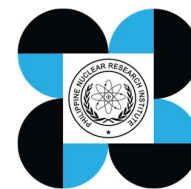
This ensures applicant's/licensee's regulatory compliance for the safety of the workers, public and the environment from the harmful effects of ionizing radiation and security of radiation sources from malicious intent while using radioactive materials on medical, industrial, research and educational, and commercial applications.

Office/Division:	Licensing, Review and Evaluation Section (LRES)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Any individual, firm, partnership, association, trust, estate, private or public body, whether corporate or not, or any government agency other than PNRI, who intends to import, acquire, own, possess, use, transfer, store, and/or sell radioactive material

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) original copies of accomplished and duly affirmed, notarized, and signed appropriate PNRI/NRD Application Form;	PNRI website: <a href="https://www.pnri.dost.gov.ph/index.php/downloads/category/7-radioactive-materials-licenses">https://www.pnri.dost.gov.ph/index.php/downloads/category/7-radioactive-materials-licenses</a>
Two (2) original copies of documents and procedures as specified in the PNRI/NRD Application form and Guidelines for the Appropriate Part in the Code of PNRI Regulations (CPR)	Applicant
Approved appointment schedule: (Appointments shall be every Monday, Wednesday, and Friday)	For scheduling of appointment wherein applicant chooses to file application, to pay over-the-counter, or claim the radioactive material license, the applicant shall request online appointment via PNRI Services Portal at <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/ Appoint</a>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit license application requirements #1 and #2</p> <p>1.1 For hard copy form, make appointment to PNRI Services Portal at <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/Appoint</a> or</p> <p>1.2 For electronic format, submit the same thru e-mail at <a href="mailto:nrd-lre@pnri.dost.gov.ph">nrd-lre@pnri.dost.gov.ph</a></p>	<p>1.1.1 Accept request for appointment</p> <p>1.1.2 Receive application with supporting documents and conduct completeness review, acknowledge receipt of application. Applicant/Licensee is advised if application is incomplete and will be processed until lacking document(s) are fully submitted.</p> <p>1.2.1 Conduct completeness review of application with supporting documents, and acknowledge receipt of application. Applicant/Licensee is advised if application is incomplete and will be processed until lacking document(s) are fully submitted.</p>	None	60 Minutes (Complex) 30 Minutes (Simple)	<i>LRES Staff</i> LRE Section
2. Wait for results of safety review and evaluation, issuance of Radioactive Material License	2.1 Assign application to an Evaluator	None	30 Minutes	<i>LRES Supervisor</i> LRE Section
	2.2 Conduct safety review and evaluation, prepare evaluation report.	None	32 Days (Complex) 17 Days (Simple)	<i>LRES Staff</i> LRE Section
	2.3 Prepare Radioactive Materials License with cover letter	None	1 Day	<i>LRES Staff</i> LRE Section

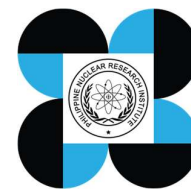


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Review and endorse Radioactive Material/Facility License with cover letter	None	2 Days (Complex) 1 Day (Simple)	<i>LRES Supervisor</i> LRE Section
	2.5 Review and endorse Radioactive Material/Facility License with cover letter	None	2 Days (Complex) 1 Day (Simple)	<i>NRD Chief</i> NRD Office
	2.6 Approve and sign Radioactive Material/Facility License	None	2 Days	<i>Director and Deputy Director</i> Office of the Director/ Deputy Director
	2.7 Inform licensee if Radioactive Material/Facility License is ready for pick-up and issue Statement of Charges	None	5 Minutes	<i>LRES Staff</i> LRE Section
3. Set appointment for pick-up/receiving of license in <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/Appoint</a>	3. Confirm and approve/disapprove schedule of issuance of license.	None	5 Minutes	<i>LRES Staff</i> LRE Section
4. Pay to Cashier on the confirmed appointment date	4. Receive payment and issue Official Receipt	Refer to Table 1. License Fee	5 Minutes	<i>Cashier</i> Cashier Section
5. Receive Radioactive Material/Facility License	5. Release Radioactive Material/Facility License with PNRI dry seal upon verification of payment details.	None	2 Minutes	<i>LRES Staff</i> LRE Section
<b>TOTAL:</b>		<b>Refer to Table 1</b>	<b>39 Days (Complex) 23 Days (Simple)</b>	



**Table 1. Schedule of Materials License**

Type of License	New License	License Renewal	Renewal with Amendment	Amendment
<b>Sale / Distribution / Service</b>				
Indent Sale	₱ 5,500	₱ 3,000	₱ 4,000	₱ 3,000
Sale	₱ 6,500	₱ 3,500	₱ 4,500	₱ 3,500
Sale / Service	₱ 8,500	₱ 4,000	₱ 5,000	₱ 4,000
Service	₱ 7,500	₱ 3,500	₱ 4,500	₱ 3,500
Dispensing / Compounding	₱ 12,500	₱ 5,000	₱ 7,000	₱ 5,000
<b>Research and Education</b>				
Category A	₱ 8,500	₱ 4,000	₱ 5,000	₱ 2,500
Category B	₱ 6,500	₱ 3,000	₱ 4,000	₱ 2,500
<b>Industry</b>				
Portable Gauge Category A	₱ 8,500	₱ 3,500	₱ 4,500	₱ 2,500
Portable Gauge Category B	₱ 6,500	₱ 3,000	₱ 4,000	₱ 2,500
Fixed Gauge Category A	₱ 8,500	₱ 3,500	₱ 4,500	₱ 3,500
Fixed Gauge Category B	₱ 6,500	₱ 3,000	₱ 4,000	₱ 2,500
Well Logging, Dredging & Spining Pipe	₱ 8,500	₱ 4,000	₱ 5,000	₱ 3,000
Tracer Studies	₱ 8,500	₱ 3,500	₱ 4,500	₱ 2,500
Blood Irradiator	₱ 6,500	₱ 3,000	₱ 4,000	₱ 2,500
Field Radiography	₱ 12,500	₱ 4,000	₱ 6,500	₱ 4,000
Fixed Facility Radiography	₱ 18,000	₱ 3,000	₱ 4,000	₱ 3,000
Brachytherapy	₱ 12,500	₱ 4,000	₱ 6,500	₱ 4,000
Teletherapy	₱ 12,500	₱ 4,000	₱ 6,500	₱ 4,000
I-131 Therapy	₱ 8,500	₱ 3,500	₱ 4,500	₱ 3,500
In-Vivo Diagnostics and Therapy Class A	₱ 20,500	₱ 6,500	₱ 8,000	₱ 5,500
In-Vivo Diagnostics and Therapy Class B	₱ 12,500	₱ 4,000	₱ 5,000	₱ 4,000
Radioimmunoassay	₱ 6,500	₱ 3,000	₱ 4,000	₱ 2,500
Medical Cyclotron Facility	₱ 120,000	₱ 120,000	₱ -	₱5,000 (max) and 1,000 (min)



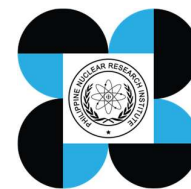
## 2. Issuance of Renewed Radioactive Material License

This ensures applicant's/licensee's regulatory compliance for the safety of the workers, public and the environment from the harmful effects of ionizing radiation and security of radiation sources from malicious intent while using radioactive materials on medical, industrial, research and educational, and commercial applications.

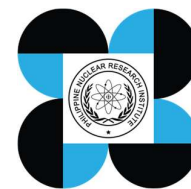
<b>Office/Division:</b>	Licensing, Review and Evaluation Section (LRES)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
<b>Who may avail:</b>	Any individual, firm, partnership, association, trust, estate, private or public body, whether corporate or not, or any government agency other than PNRI, who intends to import, acquire, own, possess, use, transfer, store, and/or sell radioactive material

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) original copies of duly accomplished (affirmed, notarized, signed) PNRI/NRD Application Form	PNRI website: <a href="https://www.pnri.dost.gov.ph/index.php/downloads/category/7-radioactive-materials-licenses">https://www.pnri.dost.gov.ph/index.php/downloads/category/7-radioactive-materials-licenses</a>
Two (2) original copies of regulatory required reports	Applicant
Approved appointment schedule: (Appointments shall be every Monday, Wednesday, and Friday)	For scheduling of appointment wherein applicant chooses to file application, to pay over-the-counter, or claim the radioactive material license, the applicant shall request online appointment via PNRI Services Portal at <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/ Appoint</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit license application requirements #1 and #2	1.1.1 Accept request for appointment	None	20 Minutes	<i>LRES Staff</i> LRE Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 For hard copy form, make appointment to PNRI Services Portal at <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/Appoint</a> or	1.1.2 Receive application with supporting documents and conduct completeness review, acknowledge receipt of application.  Applicant/Licensee is advised if application is incomplete and will be processed until lacking document(s) are fully submitted.			
1.2 For electronic format, submit the same thru e-mail at <a href="mailto:nrd-lre@pnri.dost.gov.ph">nrd-lre@pnri.dost.gov.ph</a>	1.2.1 Conduct completeness review of application with supporting documents, and acknowledge receipt of application. Applicant/Licensee is advised if application is incomplete and will be processed until lacking document(s) are fully submitted.			
2. Wait for the result of safety review and evaluation, issuance of Radioactive Material License	2.1 Assign application to an Evaluator	None	20 Minutes	<i>LRES Supervisor</i> LRE Section
	2.2 Review and prepare evaluation report, Radioactive Materials License with cover letter	None	7 Days	<i>LRES Staff</i> LRE Section
	2.3 Review and endorse Radioactive Material/Facility License with cover letter	None	1 Day	<i>LRES Supervisor</i> LRE Section
	2.4 Review and endorse Radioactive Material/Facility License with cover letter	None	1 Day	<i>NRD Chief</i> NRD Office
	2.5 Approve and sign Radioactive Material/Facility License	None	2 Days	<i>Director and Deputy Director</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the Deputy Director
	2.6 Inform licensee if Radioactive Material/Facility License is ready for pick-up and issue Statement of Charges	None	5 Minutes	<i>LRES Staff</i> LRE Section
3. Set appointment for pick-up/receiving of license in <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/Appoint</a>	3. Confirm and approve/disapprove schedule of issuance of license.	None	5 Minutes	<i>LRES Staff</i> LRE Section
4. Pay to Cashier on the confirmed appointment	4. Receive payment and issue Official Receipt	Refer to Table 1. License Fee	5 Minutes	<i>Cashier</i> Cashier Section
5. Receive Radioactive Material/Facility License	5. Release Radioactive Material/Facility License with PNRI dry seal upon verification of payment details.	None	2 Minutes	<i>LRES Staff</i> LRE Section
<b>TOTAL</b>		<b>Refer to Table 1</b>	<b>12 Days</b>	





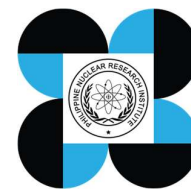
### 3. Issuance of Certificate of Exemption (COE) and Other Certifications

The service aides the Bureau of Customs to verify if imported item either has radioactive materials and within exemption limits or has no radioactive materials at all.

Office/Division:	Licensing, Review and Evaluation Section (LRES)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Any individual, firm, partnership, association, trust, estate, private or public body, whether corporate or not, or any government agency other than PNRI, who intends to import, acquire, own, possess, use, transfer, store, and/or sell radioactive materials containing exempt quantities as described in Sec. 11© of CPR Part 2, “Licensing of Radioactive Material”, 1990.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request signed by Company’s Authorized Representative	Applicant
Document indicating its activity, use and purpose	
Approved appointment schedule: (Appointments shall be every Monday, Wednesday, and Friday)	For scheduling of appointment, the licensee shall request online appointment via PNRI Services Portal at <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/Appoint</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via e-mail at <a href="mailto:nrd-lre@pnri.dost.gov.ph">nrd-lre@pnri.dost.gov.ph</a>	1. Receive/Review request to ensure that all requirements are complied	None	15 Minutes	<i>LRES Staff</i> LRE Section
2. Wait for the result of safety review and evaluation, issuance of COE	2.1 Assign request for COE	None	10 Minutes	<i>LRES Supervisor</i> LRE Section
	2.2 Evaluate, review request for COE and supporting documents, prepare certificate of exemption	None	4 Hours	<i>LRES Staff</i> LRE Section
	2.3 Review and endorse of COE	None	1 Hour	<i>LRES Supervisor</i>

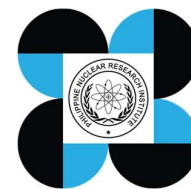


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				LRE Section
	2.4 Approve and sign COE	None	1 Hour	<i>NRD Chief</i> Office of the NRD Chief
	2.5 Inform client if COE is ready for pick-up and issue Statement of Charges	None	5 Minutes	<i>LRES Staff</i> LRE Section
3. Set appointment for pick-up/receiving of certificate in <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/Appoint</a>	3. Confirm and approve/disapprove schedule of issuance of COE.	None	5 Minutes	<i>LRES Staff</i> LRE Section
4. Pay to Cashier on the confirmed appointment	4. Receive payment and issue Official Receipt	₱500	5 Minutes	<i>Cashier</i> Cashier Section
5. Get and receive two (2) copy of sealed COE	5. Release two (2) copies of COE upon verification of payment details	None	2 Minutes	<i>LRES Staff</i> LRE Section
<b>TOTAL:</b>		<b>₱500.00</b>	<b>6 Hours and 7 Minutes</b>	

#### 4. Issuance of Certificate of Release of Radioactive Materials (COR) from the Bureau of Customs

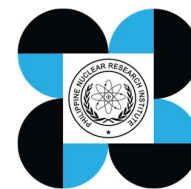
The service aides the Bureau of Customs to verify if imported radioactive material or item with radioactive material is included in the Radioactive Material License and is within the allowed radioactivity limit.

Office/Division:	Licensing, Review and Evaluation Section (LRES)
Classification:	Simple
Type of Transaction:	G2B – Government to Business; G2G – Government to Government
Who may avail:	Licensees with valid Radioactive Material License



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request signed by Company's Authorized Representative	Applicant
Document indicating its activity, use and purpose	
Approved appointment schedule: (Appointments shall be every Monday, Wednesday, and Friday)	For scheduling of appointment, the licensee shall request online appointment via PNRI Services Portal at <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/Appoint</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via e-mail at <a href="mailto:nrd-lre@pnri.dost.gov.ph">nrd-lre@pnri.dost.gov.ph</a>	1. Receive/Review request to ensure that all requirements are complied	None	10 Minutes	<i>LRES Staff</i> LRE Section
2. Wait for the COR to be processed	2.1 Prepare COR	None	15 Minutes	<i>LRES Staff</i> LRE Section
	2.2 Review and endorse COR	None	10 Minutes	<i>LRES Staff</i> LRE Section
	2.3 Approve and sign COR	None	5 Minutes	<i>LRES Supervisor</i> LRE Section
	2.4 Inform client if COR is ready for pick-up and issue Statement of Charges	None	5 Minutes	<i>LRES Staff</i> LRE Section
3. Set appointment for pick-up/receiving of certificate in <a href="https://services.pnri.dost.gov.ph/portal/nrd/Appoint">https://services.pnri.dost.gov.ph/portal/nrd/Appoint</a>	3. Confirm and approve/disapprove schedule of issuance of COR.	None	5 Minutes	<i>LRES Staff</i> LRE Section
4. Pay to Cashier	4. Receive payment and issue Official Receipt	₱500	5 Minutes	<i>Cashier</i> Cashier Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Get and receive two (2) copy of sealed COR	5. Release two (2) copies of COR upon verification of payment details	None	2 Minutes	<i>LRES Staff</i> LRE Section
<b>TOTAL:</b>		<b>₱500.00</b>	<b>1 Hour</b>	

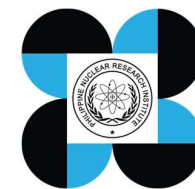
### 5. Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities

Under the Republic Act No. 5207, the PNRI is mandated to conduct regulatory inspections at licensed facilities to ensure compliance with the Law, Code of PNRI Regulations, license general and specific conditions and approved radiation protection and safety program, and security plan.

Office/Division:	Inspection and Enforcement Section (IES)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	All sectors using nuclear and radioactive materials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Presence of the designated Radiation Protection Officer (RPO) or Assistant Radiation Protection Officer (ARPO)	Licensee

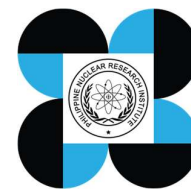
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Notice of Inspection and pay inspection fee	1. Receive payment and issue Official Receipt (OR)	Refer to Table 2. Schedule of Fees and Charges for Inspection	5 Minutes	<i>Cashier</i> Cash Section
2. Regulatory Inspection	2. Conduct Regulatory Inspection	None	1 Day	<i>Inspection Team</i> IE Section
	3.1 Prepare Inspection Report	None	10 Days	<i>Inspection Team</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive Inspection Report				IE Section
	3.2 Review and endorse Inspection Report	None	3 Days	<i>IES Head</i> IE Section
	3.3 Approve Inspection Report	None	5 Days	<i>NRD Chief</i> NRD Office
	3.4 Release Inspection Report	None	5 minutes	<i>IES Staff</i> IE Section
<b>TOTAL:</b>		<b>Refer to Table 2.</b>	<b>19 Days and 10 Minutes</b>	

**Table 2. Schedule of Fees and Charges for Inspection**

Standard Inspection	TYPE OF LICENSE			
	Within NCR	Outside NCR		Virtual Inspection
		Luzon / Bicol (Land)	Bicol/ Visayas/ Mindanao (Air)	
Indent Sale	₱ 4,500	₱ 6,500	₱ 7,500	₱ 3,000
Sale	₱ 5,000	₱ 7,000	₱ 8,000	₱ 3,500
Sales and Service	₱ 6,000	₱ 8,000	₱ 9,000	₱ 4,500
Service	₱ 5,500	₱ 7,500	₱ 8,500	₱ 4,000
Dispensing and Compounding	₱ 6,500	₱ 8,500	₱ 9,500	₱ 5,000
R & D Class A	₱ 5,000	₱ 7,000	₱ 8,000	₱ 3,500
R & D Class B	₱ 4,500	₱ 6,500	₱ 7,500	₱ 3,000
Portable Gauge Class A	₱ 5,000	₱ 7,000	₱ 8,000	₱ 3,500
Portable Gauge Class B	₱ 4,500	₱ 6,500	₱ 7,500	₱ 3,000
Fixed Gauge Class A	₱ 5,000	₱ 7,000	₱ 8,000	₱ 3,500
Fixed Gauge Class B	₱ 4,500	₱ 6,500	₱ 7,500	₱ 3,000
Well Logging, Dredging & Spinning Pipe	₱ 5,000	₱ 7,000	₱ 8,000	₱ 3,500



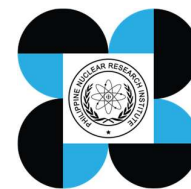
TYPE OF LICENSE				
Standard Inspection	Within NCR	Outside NCR		Virtual Inspection
		Luzon / Bicol (Land)	Bicol/ Visayas/ Mindanao (Air)	
Tracer Studies	₱ 5,000	₱ 7,000	₱ 8,000	₱ 3,500
Blood Irradiator	₱ 4,500	₱ 6,500	₱ 7,500	₱ 3,000
Field Radiography	₱ 8,500	₱ 10,500	₱ 11,500	₱ 7,000
Fixed Facility Radiography	₱ 7,000	₱ 9,000	₱ 10,000	₱ 5,500
Brachytherapy	₱ 6,000	₱ 8,000	₱ 9,000	₱ 4,500
Teletherapy	₱ 8,500	₱ 10,500	₱ 11,500	₱ 7,000
I-131 Therapy	₱ 4,500	₱ 6,500	₱ 7,500	₱ 3,000
In-Vivo Diagnostics and Therapy Class A	₱ 6,000	₱ 8,000	₱ 9,000	₱ 4,500
In-Vivo Diagnostics and Therapy Class B	₱ 5,000	₱ 7,000	₱ 8,000	₱ 3,500
Radioimmunoassay	₱ 4,500	₱ 6,500	₱ 7,500	₱ 3,000
Particle Accelerator Facility	₱ 8,000	₱ 8,000	₱ 8,000	₱ 3,000

## 6. Issuance of Permit to Transport

PNRI issues Permit to Transport to authorize licensees to transport packages containing radioactive materials. Issuance of the permit ensures that the package and arrangements for security meet the requirements for the safe and secure transport of radioactive material in accordance with the Code of PNRI Regulations (CPR) Parts 4 and 27.

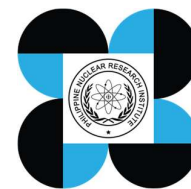
Office/Division:	Inspection and Enforcement Section (IES)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	PNRI licensees intending to transport nuclear and radioactive materials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Letter of Request (1 copy)	Applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished and signed Consignor's Declaration for the transport of radioactive materials (1 copy)	For consignor's declaration form, request via email at <a href="mailto:nrd-ie@pnri.dost.gov.ph">nrd-ie@pnri.dost.gov.ph</a>
Supporting shipping documents, if applicable (1 copy)	Applicant
Approved appointment schedule. (Appointments shall be Wednesday and Friday only)	For scheduling of appointment, request online via PNRI Services Portal at <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit scanned copies of documentary requirements via email at <a href="mailto:nrd-ie@pnri.dost.gov.ph">nrd-ie@pnri.dost.gov.ph</a> on or before the cut-off time (2 PM the day before the planned appointment schedule).	1.1 Review, and verify requirements	None	5 Minutes	<i>IES Staff</i> IE Section
	1.2 Acknowledge receipt and issue Statement of Charges	None		<i>IES Staff</i> IE Section
2. Request for an appointment online via PNRI Services Portal at <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> . Appointment schedules are on Tuesdays and Thursdays from 10 AM to 4 PM.	2.1 Accept request for appointment	None	10 Minutes	<i>IES Staff</i> IE Section
	2.2 Prepare and print three (3) copies Permit to Transport.	None		<i>IES Staff</i> IE Section
	2.3 Review Permit to Transport	None		<i>IES Staff</i> IE Section
	2.4 Approve Permit to Transport	None		<i>NRD Chief / IES Head</i> NRD Office / IE Section
3. Present a copy of the Statement of Charges and pay the corresponding amount to the cashier on the confirmed appointment date.	3. Receive payment and issue Official Receipt (OR)	₱500 per permit	5 Minutes	<i>Cashier</i> Cash Section



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive two (2) copies of Permit to Transport.	4. Release approved Permit to Transport upon verification of payment	None	None	<i>IES Staff</i> IE Section
<b>TOTAL:</b>		<b>₱500.00</b>	<b>20 minutes</b>	

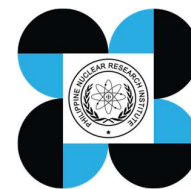
### 7. OSL / TLD Personnel Monitoring Services

As part of national radiation safety regulations, workers occupationally exposed to radiation should wear devices called dosimeters so that their doses can be monitored over a period of time. The Personnel Monitoring Service (PMS) provides Optically Stimulated Luminescence (OSL) Dosimeters and Thermoluminescence Dosimeters (TLD) to these workers to enable them to monitor their radiation exposures and assess whether it is within the safe limits.

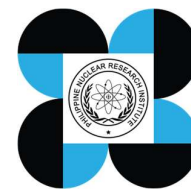
Office/Division:	Radiation Protection Services Section (RPSS)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government G2C – Government to Citizens
Who may avail:	Workers occupationally exposed to radiation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personnel Monitoring Service Application Form (1 copy)	PNRI Website, interim PNRI One Stop Shop (iPOSSH), PNRI Services Portal
Letter of Agreement (LOA) (3 original copies)	PNRI Website, iPOSSH, PNRI Services Portal
Confirmed appointment if transacting personally at PNRI. Appointment requests should be done at least 2 working days before the schedule date.	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> ).

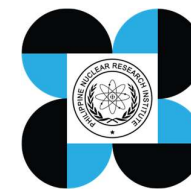




CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>7.1 Application</b>				
1. Submit requirements on the confirmed appointment date	1.1 Receive submitted requirements 1.2 Submit LOA to Division Chief for Signature	None	5 Minutes  2 Working Days	<i>RPSS Staff</i> RPS Section
2. Notarize LOA	2. Receive notarize LOA, issue Statement of Charges	None	1 Working Day	
3. Pay to Cashier	3. Receive payment and issue Official Receipt	Refer to Table 3: Schedule of Fees & Charges for Radiation Protection Services	5 Minutes	<i>Cashier</i> Cash Section
<b>7.2 Issuance of Dosimeters</b>				
4. None	4. Prepare dosimeters on or before the start of monitoring period			<i>RPSS Staff</i> RPS Section
5. Receive the dosimeters for current monitoring period, on the confirmed appointment date.  Return used dosimeters of the previous monitoring period (for existing customers)	5. Release dosimeters together with the available dose report of previous monitoring period (for existing customers).  For Mailing Customers, dosimeters will be received within 1st – 2nd week of start of monitoring period	None	10 Minutes	<i>RPSS Staff</i> RPS Section
6. Use the dosimeters	None	None	2 Months	<i>Facility Radiation Officer</i>



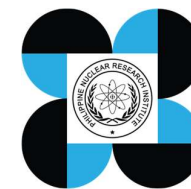
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Customer
<b>7.3 Return and evaluation of used dosimeters</b>				
7. Return used dosimeters at the end of the monitoring period. Receive dosimeters for the next monitoring period	7.1 Receive used dosimeters	None	5 Minutes	<i>RPSS Staff</i> RPS Section
	7.2 Unpack dosimeters and prepare for processing	None	40 Working days after receipt of used OSLs	
	7.3 Process used dosimeters	None		<i>RPSS Staff</i> RPS Section
	7.4 Evaluate and generate dose report	None		<i>RPSS Staff</i> RPS Section
8. Receive dose report	8. Release dose report	None	5 Minutes	<i>RPSS Staff</i> RPS Section
<b>TOTAL:</b>		<b>Refer to Table 3</b>	<b>103 Working Days, 30 Minutes</b> Application: 3 Working Days, 10 Minutes Issuance & Wear Period: 60 Working Days, 10 Minutes Processing /evaluation: 40 Working Days, 10 Minutes	



**Table 3. Radiation Protection Services**

Services	Fee	Remarks
<b>A. Personnel Monitoring Services<sup>1</sup></b>		
1. OSL		
- Rental and Evaluation	₱ 300	Per unit/monitoring + courier fee; with LOA + Application form
- Evaluation	₱ 225	Per unit/monitoring + courier fee; with LOA + Application form
2. TLD		
- Rental and Evaluation	₱ 300	Per unit/monitoring + courier fee; with LOA + Application form
- Extremity (Ring Badge)	₱ 500	Per pair/monitoring + courier fee; with LOA + Application form
<b>B. Radiation Control Services</b>		
1. Radiation Monitoring/Hazards Evaluation	₱ 5000	Per day; customer to provide transportation + accommodation as needed
2. Leak Testing of sealed sources		
- At PNRI	₱ 1500	Per unit + ₱900/succeeding unit
- NCR	₱ 3,200	Per unit + ₱900/succeeding unit
- Outside NCR	₱ 4,900	Per unit + ₱900/succeeding unit + TC + accommodation as needed
3. Wipe Sample Analysis	₱ 1,200	Per batch of 5 samples per unit
4. Lease of Survey Meter	₱ 2,400	Per week with LOA
<b>C. Calibration / Dose Measurement Service</b>		
1. Personal Dosimeter	₱ 1,200	Per unit
2. Survey meter	₱ 1,850	Per unit + fresh batteries
3. Contamination meter	₱ 1,950	Per unit + fresh batteries
4. Activity Meter	₱ 5,000	
5. Brachytherapy		
- NCR	₱ 6,500	Per unit; customer to provide transportation + accommodation as needed
- Outside NCR	₱ 8,400	
6. Teletherapy		
- Metro NCR	₱ 7,000	
- Outside NCR	₱ 8,100	
<b>D. Radioactive Waste Management Service</b>		

Mailing cost, when applicable, will be shouldered by client



Services	Fee	Remarks
1. Solid Waste		
- Compatible waste	₱ 3,700	per 0.1 cu. m. or fraction thereof
- Non-compatible waste	₱ 5,800	per 0.1 cu. m. or fraction thereof
2. Liquid Waste	₱ 2,600	per liter
3. Spent sealed sources except radium		
- >small source/s in 200 L drum conditioning	₱ 12,500	per drum conditioning
- brachytherapy, teletherapy sources	₱ 60,000	per unit source
4. Lease of Moisture Density Gauge (MDG)	₱ 55,000	Per unit, 6 months with contract
5. Temporary Storage of radioactive Material		
- > 1 week storage	₱ 2,800	Per device with contract
- > 1 month	₱ 10,000	Per device with contract

#### 8. Calibration and Dose Measurement Services: Activity Meter • Teletherapy Machine • Sources for Brachytherapy

Radioisotopes are widely for the diagnosis and treatment in medicine. However, radioisotopes emit ionization radiation and if not controlled, it could cause more harm than good. Hence, hospitals need to ensure that the output of the radioisotopes and other instrumentation give accurate indications. This service conducts calibration of medical equipment used in nuclear medicine and radiation oncology facilities to ensure that they are accurate and working properly.

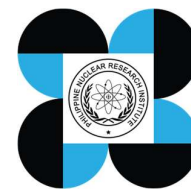
Office/Division:	Radiation Protection Services Section (RPSS)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government; G2C – Government to Citizens
Who may avail:	Medical facilities, hospitals, nuclear medicine and oncology centers, suppliers/dealers of radiation sources

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request for SSDL Calibration Services Form (1 copy)	PNRI Website, interim PNRI One Stop Shop (iPOSSH), PNRI Services Portal
Provision of round trip transportation from PNRI to facility as needed	Customer
Provision of accommodation as necessary	

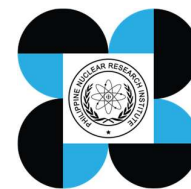


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Provision of PPE to PNRI Staff as necessary	
For Activity meter calibration, maximum Tc-99m activity measured	Licensed radioisotope supplier
Confirmed appointment if transacting personally at PNRI. Appointment requests should be done at least 2 working days before the Schedule date.	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> )

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>8.1 Application and conduct of calibration</b>				
1. Submit Service Request Form on the confirmed appointment date	1.1 Receive application 1.2 Issue Statement of Charges	None	5 Minutes	<i>RPSS Technical Staff</i> RPS Section
2. Pay to Cashier	2. Receive payment and issue Official Receipt Schedule calibration date	Refer to Table 3. Schedule of Fees & Charges for Radiation Protection Services	5 Minutes	<i>Cahier</i> Cash Section
3. None	3.1 Conduct pre-calibration activities	None	1 Working Day	<i>RPSS Staff</i> RPS Section
	3.2 Conduct calibration as per agreed schedule • teletherapy machine • activity meter • brachytherapy	None	1 Working Day 4 Hours 1 Working Day	<i>RPSS Technical Staff</i> RPS Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Analyze data and prepare certificate	None	10 Working Days after calibration	<i>RPSS Technical Staff</i> RPS Section
<b>8.2 Releasing</b>				
4. Receive Certificate of Calibration on the confirmed date	4.1 Issue certificate	None	5 minutes	<i>RPSS Staff</i> RPS Section
	4.2 Release certification by mail if mailing fee was provided by customer	None	5 minutes	<i>RPSS Staff</i> RPS Section
<b>TOTAL:</b>		<b>Refer to Table 3</b>	<b>12 Working Days &amp; 20 Minutes</b>	
			Calibration 2 Working Days (max), 10 Minutes	
			Releasing of Certificate, 10 Minutes	



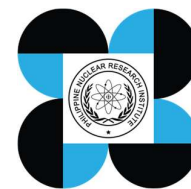
## 9. Calibration of Radiation Monitoring Instruments

Radiation monitoring instruments are used to measure radiation levels in the workplace. It is part of a facility's radiation safety program, as required by national safety regulations. This service calibrates monitoring instruments such as dose rate meters, contamination meters, personal dosimeters and rate alarms to ensure that it is working properly and gives accurate indications.

Office/Division:	Radiation Protection Services Section (RPSS)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government G2C – Government to Citizens
Who may avail:	Users of ionizing radiation, radioactive materials and operators of nuclear facilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request for SSDL Calibration Services Form	PNRI Website, interim PNRI One Stop Shop (iPOSSH), PNRI Services Portal
The instrument for calibration with new set of batteries or charger	Customer
Instrument should pass the pre-response checks	interim PNRI One Stop Shop (iPOSSH)
Confirmed appointment if transacting personally at PNRI. Appointment requests should be done at least 2 working days before the schedule date	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> )

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>9.1 Application and Conduct of Calibration</b>				
1. Submit accomplished service request form on the confirmed appointment date	1. Receive request form	None	5 Minutes	<i>RPSS Staff</i> RPS Section
2. Bring instruments for calibration	2.1 Conduct pre-response checks	None	10 Minutes	<i>RPSS Staff</i> RPS Section
	2.2 Issue Statement of Charges			
3. Pay to Cashier	3. Receive payment and issue Official Receipt	Refer to Table 3. Schedule of Fees	5 Minutes	<i>Cashier</i> Cash Section



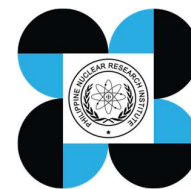
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		& Charges for Radiation Protection Services		
4. None	4.1 Calibrate instruments	None	10 Working Days after scheduled calibration	<i>RPSS Technical Staff</i> RPS Section
	4.2 Prepare calibration certificate and sticker	None		<i>RPSS Technical Staff</i> RPS Section
<b>9.2 Releasing</b>				
5. Receive calibrated instrument and certificate of calibration on the confirmed appointment date	5.1 Release calibrated instruments and certificate within 10 Working Days	None	5 Minutes	<i>RPSS Staff</i> RPS Section
<b>TOTAL:</b>		<b>Refer to Table 3</b>	<b>10 Working Days, 25 Minutes</b>	

### 10. Radiation Control: Wipe Sample Analysis

Wipe sample analysis services are provided to determine the presence of gross radioactivity of the submitted samples. The wipe samples are obtained by the client by wiping the surfaces surrounding the nuclear device. The analysis aims to determine presence of residual activity in sealed radioactive sources and to confirm its integrity. This is conducted in order to help reduce risk of contamination of the workplace.

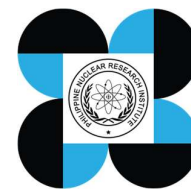
Office/Division:	Radiation Protection Services Section
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government; G2C – Government to Citizens
Who may avail:	Users of radioactive materials and nuclear facilities





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request for Wipe Samples Counting and Analysis (2 copies)	PNRI Website, interim PNRI One Stop Shop (iPOSSH)
Wipe samples that is according to prescribed dimensions	Customer
Confirmed appointment if transacting personally at PNRI. Appointment	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> ).

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form on confirmed appointment date	1.1 Service Request Form	None	5 Minutes	<i>RPSS Staff</i> RPS Section
	1.2 Check wipe samples submitted		10 Minutes	<i>RPSS Staff</i> RPS Section
	1.3 Issue Statement of Charges			
2. Pay to Cashier	2. Receive payment and issue Official Receipt	Refer to Table 3. Schedule of Fees & Charges for Radiation Protection Services	5 Minutes	<i>Cashier</i> Cash Section
3. None	3.1 Process and analyze wipe samples	None	10 Working Days after receipt of samples	<i>RPSS Technical Staff</i> RPS Section
	3.2 Prepare Certificate	None		<i>RPSS Technical Staff</i> RPS Section
4. Receive Certificate	4. Release Certificate	None	5 Minutes	<i>RPSS Staff</i> RPS Section
<b>TOTAL:</b>		<b>Refer to Table 3</b>	<b>10 Working Days, 25 Minutes</b>	



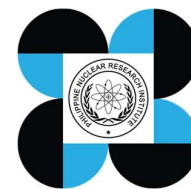
### 11. Radiation Control: Leak Testing of Sealed Sources

Leak testing services are provided to determine the presence of gross radioactivity of the wipe samples. PNRI staff performs the sampling by wiping the surfaces surrounding the nuclear devices. The analysis aims to determine presence of residual activity in sealed radioactive sources and to confirm its integrity. This is conducted in order to help reduce risk of contamination in the workplace.

Office/Division:	Radiation Protection Services Section (RPSS)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government; G2C – Government to Citizens
Who may avail:	Users of sealed radioactive sources

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request for Swipe Samples Counting and Analysis (1 copy)	PNRI Website, interim PNRI One Stop Shop (iPOSSH), PNRI Services Portal
Provision of roundtrip transportation from PNRI to facility	Customer
Provision of accommodation for RPSS staff as necessary	
Provision of PPE to PNRI Staff	
Confirmed appointment if transacting personally at PNRI. Appointment requests should be done at least 2 working days before the schedule date.	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> )

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form on confirmed appointment date	1.1 Receive application and schedule leak test date	None	5 Minutes	<i>RPSS Staff</i> RPS Section
	1.2 Issue Statement of Charges			
2. Pay to Cashier	2. Receive payment and issue Official Receipt	Refer to Table 3. Schedule of Fees & Charges for	5 Minutes	<i>Cashier</i> Cash Section

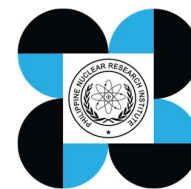


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Radiation Protection Services		
3. None	3.1 Conduct Leak Test as per agreed schedule	None	1 Working Day (depending on number of units to be tested)	<i>RPSS Technical Staff</i> RPS Section
	3.2 Process and analyze samples	None	10 Working Days after conduct of test	<i>RPSS Technical Staff</i> RPS Section
	3.3 Prepare Certificate			<i>RPSS Technical Staff</i> RPS Section
4. Receive certificate	4.1 Release Certificate	None	5 Minutes	<i>RPSS Staff</i> RPS Section
<b>TOTAL:</b>		<b>Refer to Table 3</b>	<b>11 Working Days, 15 Minutes</b>	

## 12. Radiation Control: Radiation Monitoring and Hazards Evaluation

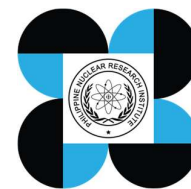
Radiation monitoring & hazards evaluation services are provided to measure the ambient radiation and contamination levels of radiation facilities and items. The aim of the monitoring is to evaluate whether there are significant radiation hazards.

Office/Division:	Radiation Protection Services Section
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government; G2C – Government to Citizens
Who may avail:	Users of radioactive materials and nuclear facilities



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request for Radiation Monitoring and Hazards Evaluation (1 copy)	PNRI Website, interim PNRI One Stop Shop (iPOSSH)
Provision of roundtrip transportation from PNRI to facility	Customer
Provision of accommodation for RPSS staff as necessary	
Provision of PPEs to PNRI Staff	
Confirmed appointment if transacting personally at PNRI. Appointment requests should be done at least 2 working days before the schedule date.	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> ).

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request form on confirmed appointment date	1.1 Receive application and schedule radiation monitoring	None	5 Minutes	RPSS Staff RPS Section
	1.2 Issue Statement of Charges			
2. Pay to Cashier	2. Receive payment and issue Official Receipt	Refer to Table 3. Schedule of Fees & Charges for Radiation Protection Services	5 Minutes	Cashier Cash Section
3. None	3.1 Conduct radiation monitoring and hazards evaluation as per agreed schedule	None	1 Working Day	RPSS Technical Staff RPS Section
	3.2 Analyze results and prepare Certificate	None	10 Working Days after conduct of monitoring	RPSS Technical Staff RPS Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive certificate	4. Release Certificate	None	5 Minutes	<i>RPSS Staff</i> RPS Section
<b>TOTAL:</b>		<b>Refer to Table 3</b>	<b>11 Working Days, 15 Minutes</b>	

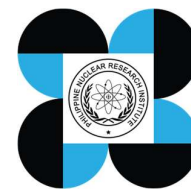
### 13. Radiation Control: Lease of Survey Meter

Survey meters or dose rate meters maybe rented from PNRI if the radiation facility owners do not have their own unit. These instruments are used by the workers for area monitoring of their facilities. It is an essential tool to determine whether the radiation levels in the workplace are within safe levels.

Office/Division:	Radiation Protection Services Section (RPSS)
Classification:	Complex
Type of Transaction:	G2B – Government to Business; G2G – Government to Government; G2C – Government to Citizens
Who may avail:	Users of radioactive materials and nuclear facilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request for Lease of Radiation Survey Meter (1 copy)	PNRI Website, interim PNRI One Stop Shop (iPOSSH), PNRI Service Portal
Letter of Agreement (3 original copies)	PNRI Website, iPOSSH
Confirmed appointment for pick-up and return of survey if transacting personally at PNRI. Appointment requests should be done at least 2 working days before the schedule date.	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> ).

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form and accomplished Letter of Agreement on confirmed appointment date	1.1 Receive request from customer	None	5 Minutes	<i>RPSS Staff</i> RPS Section
	1.2 Forward Letter of Agreement for signature by Division Chief		2 Working Days	



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Notarize Letter of Agreement	None	None	1 Working Day	<i>Customer</i>
3. Pay to Cashier	3. Receive payment and issue Official Receipt	Refer to Table 3. Schedule of Fees & Charges for Radiation Protection Services	5 Minutes	<i>Cashier</i> Cash Section
4. Receive/Return instrument with certificate of calibration	4. Release/ Receive instrument	None	5 Minutes	<i>RPSS Staff</i> RPS Section
<b>TOTAL:</b>		<b>Refer to Table 3</b>	<b>3 Working Days, 15 minutes</b>	

#### 14. Lease of Moisture Density Gauge

The purpose of the services to provide licensees without equipment to lease a Moisture Density Gauge. Radioactive Material License should be amended to include the radioactive material in the license before lease is allowed.

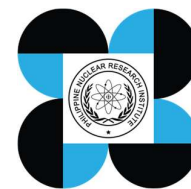
Office/Division:	Radiation Protection Services Section (RPSS)
Classification:	Complex
Type of Transaction:	G2B – Government to Business; G2G – Government to Government
Who may avail:	Users of portable gauges

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request for Lease of Moisture Density Gauge (1 copy)	PNRI Website, interim PNRI One Stop Shop (iPOSSH), PNRI Service Portal
Contract of Lease (3 original copies)	PNRI Website, iPOSSH



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notification Letter to the Regulatory Body/Amended Radioactive Material License	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> ).
Confirmed appointment for pick up and return of MDG if transacting personally at PNRI. Appointment requests should be done at least 2 working days before the schedule date.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form, accomplished Contract of Lease, and Notification Letter/amended Radioactive Material License on confirmed appointment date	1.1 Receive request from customer	None	5 Minutes	<i>RPSS Staff</i> RPS Section
	1.2 Forward Contract of Lease for signature by the Director		2 Working Days	
2. Notarize Contract of Lease	2. None	None	1 Working Day	<i>Customer</i>
3. Pay to Cashier	3. Receive payment and issue Official Receipt	None Refer to Table 3. Schedule of Fees & Charges for Radiation Protection Services	5 Minutes	
4. Receive/Return instrument with certificate of calibration	4. Release/Receive instrument	None	5 Minutes	<i>RPSS Staff</i> RPS Section
<b>TOTAL:</b>		<b>Refer to Table 3</b>	<b>3 Working Days, 15 Minutes</b>	



### 15. Temporary Storage of Radioactive Material

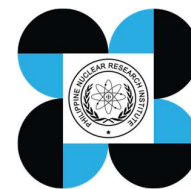
Storage of radioactive materials should be duly authorized by the regulatory body. RPSS provides services for the temporary storage of radioactive materials at PNRI for licensees who are not authorized to store them.

Office/Division:	Radiation Protection Services Section (RPSS)
Classification:	Complex
Type of Transaction:	G2B – Government to Business; G2G – Government to Government
Who may avail:	Users of radioactive material

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request for Radioactive Material Storage (1 copy)	PNRI Website, interim PNRI One Stop Shop (iPOSSH), PNRI Service Portal
Contract of Radioactive Material Storage (3 original copies)	PNRI Website, iPOSSH
Copy of approved Notification Letter to the Regulatory Body	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> ).
Confirmed appointment if transacting personally at PNRI. Appointment requests should be done at least 2 working days before the schedule date	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form and copy of approved Notification Letter to the Regulatory Body	1. Receive request from customer	None	5 Minutes	<i>RPSS Staff</i> RPS Section
2. Submit Contract of Radioactive material storage signed by client	2. Forward Contract of radioactive Material storage for signature by the Director	None	2 Working Days	<i>RPSS Staff</i> RPS Section
3. Notarize Contract of Radioactive Material Storage	3. None	None	1 Working Day	None
4. Pay to Cashier	4. Receive payment and issue Official Receipt	Refer to Table 3. Schedule of Fees	5 Minutes	<i>Cashier</i> Cash Section





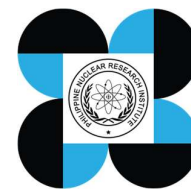
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		& Charges for Radiation Protection Services		
5. Submit radioactive Material for storage	5. Receive radioactive Material for storage	None	30 Minutes	<i>RPSS Staff</i> RPS Section
6. Receive radioactive material after storage	6. Release radioactive material	None	5 Minutes	<i>RPSS Staff</i> RPS Section
<b>TOTAL:</b>		<b>Refer to Table 3</b>	<b>3 Working Days, 45 Minutes</b>	

### 16. Radioactive Waste Management Services

The applications of radioactive sources in the medical, industrial, and research facilities result to the generation of radioactive wastes which can be a hazard to human health and the environment if not managed properly. In this service, radioactive wastes of the clients are sent to PNRI. The wastes are then treated and conditioned for safe interim storage at the Radioactive Waste Management Facility. The wastes collected are disused sealed radioactive sources (DSRS), liquid wastes, and solid wastes contaminated with radioactive substances.

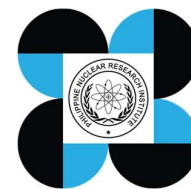
Office/Division:	Radiation Protection Services Section (RPSS)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government
Who may avail:	Users of radioactive materials and nuclear facilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request for Radioactive Waste Management	PNRI Website, interim PNRI One Stop Shop (iPOSSH), PNRI Service Portal
Service Request for Radioactive Waste Management (2 copies)	PNRI Website, iPOSSH
Permit to Transport	Nuclear Regulatory Division – PNRI



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photocopy of License with the RAM description/activity	Customer
Confirmed appointment if transacting personally at PNRI. Appointment requests should be done at least 2 working days before the schedule date	To request for an appointment, go to the online PNRI Service Portal ( <a href="https://services.pnri.dost.gov.ph/portal/Appoint">https://services.pnri.dost.gov.ph/portal/Appoint</a> ).

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>16.1 Application &amp; Evaluation of Request</b>				
1. Submit Letter of Request and a copy of radioactive material license	1.1 Receive letter and radioactive material license	None	10 Working Days	<i>RPSS Staff</i> RPS Section
	1.2 Evaluate documents and issue Letter of Approval			
2. Submit Service Request for Radioactive Waste Management	2. Issue Statement of Charges	None	5 Minutes	<i>RPSS Staff</i> RPS Section
3. Pay to Cashier	3. Receive payment and issue Official Receipt	Refer to Table 3. Schedule of Fees & Charges for Radiation Protection Services	5 Minutes	<i>Cashier</i> Cash Section
<b>16.2 Receipt &amp; Verification of Wastes</b>				
4. Transport waste to PNRI Radioactive Waste management Facility	4.1 Verify payment and Permit to Transport	None	1 Working Day	<i>RPSS Staff</i> RPS Section
	4.2 Receive, code and store waste package			
5. Receive Certificate of Receipt	5.1 Characterization of radioactive waste	None		<i>RPSS Staff</i>



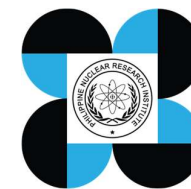
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2 Dismantling of device containing radioactive source		30 Working Days after receipt of waste package	RPS Section
	5.3 Recovery and verification of radioactive source			
	5.4 Issue certificate of receipt			
<b>TOTAL:</b>			<b>Refer to Table 3</b>	<b>41 Working Days, 10 Minutes</b>
				Application & Evaluation of Request 10 Working Days, 10 minutes
				Receipt & Verification of Wastes 31 Working Days

### 17. Electron Beam Irradiation Services

Provision of electron beam irradiation service for sterilization, decontamination, material modification and other applications (thin samples only)

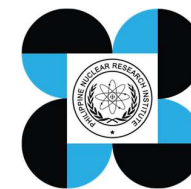
Office/Division:	Irradiation Services Section (ISS)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Industry, researchers, students and other interested clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form for Electron Beam Irradiation Services: NSD/ISS Form-014 or 015 (1 copy) 2. Approved request for discount of fees, if any (1 copy)	Apply online through <a href="https://services.pnri.dost.gov.ph/portal/Irradiation/register">https://services.pnri.dost.gov.ph/portal/Irradiation/register</a>



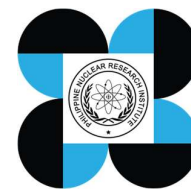
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring samples to the Electron Beam Irradiation Facility (EBIF) on or before the scheduled date together with the original copy of the application form and request for discount (if any)	1.1 Check the filled-out application form with the submitted samples	None	5 Minutes	<i>EBIF Operator</i> IS Section
	1.2 Record in Receiving Logbook; assign Request No.	None	3 Minutes	<i>EBIF Operator</i> IS Section
	1.3 Issue Statement of Charges (SOC)	Refer to Table 4. Schedule of Fees and Charges for Irradiation Services	5 Minutes	<i>EBIF Operator</i> IS Section
2. Pay to Cashier	2.1 Receive payment and issue Official Receipt (O.R.)		5 Minutes	<i>Cashier</i> Cash Section
	2.2 Prepare and irradiate samples on scheduled date and evaluate results. Prepare release documents.	None	Actual irradiation time depends on the dose required and number of samples*	<i>EBIF Operator</i> IS Section
3. Pick-up irradiated samples	3. Release irradiated samples to customer	None	10 Minutes	<i>EBIF Operator</i> IS Section
<b>TOTAL:</b>		<b>Refer to Table 4</b>	<b>28Minutes (excluding irradiation time)</b>	

\* Irradiation time is dependent on the dose requested by clients and the dose depends on their objective. Higher dose will require longer irradiation time. More samples will require more irradiation loads.



**Table 4. Schedule of Fees and Charges for Irradiation Services**

Irradiation Services		Fees and Charges	
<b>Electron Beam Irradiation Services</b>			
Using Cart Conveyor System	₱	11,500	first hour
	₱	7,500	succeeding hour
Using Liquid Handling System	₱	12,000	first hour
	₱	8,000	succeeding hour
<b>Gamma Irradiation Services</b>			
<b>Gammacell 220 Self-shielded Gamma Irradiator</b>			
	₱	120	per load-hour
	₱	30	additional hour
<b>Ob-servo Sanguis Self-shielded Gamma Irradiator (current)</b>			
Dose < 0.2 kGy	₱	200	per load-sample
Dose 0.2 kGy to < 0.5 kGy	₱	500	per load-sample
Dose 0.5 kGy to < 1 kGy	₱	900	per load-sample
Dose 1kGy to < 15 kGy	₱	1,500	per load-sample
Dose 15 kGy to < 30 kGy	₱	2,500	per load-sample
Dose 30 kGy to < 50 kGy	₱	3,500	per load-sample
Dose 50 kGy and above	₱	5,000	per load-sample
Dose Validation/Test Irradiation	₱	3,000	per set of 3 doses
	₱	1,000	additional dose
<b>Ob-servo Sanguis Self-shielded Gamma Irradiator (Effective 01 January 2022)</b>			
Dose < 0.2 kGy	₱	200	per load-sample
Dose 0.2 kGy to 0.5 kGy	₱	500	per load-sample
Dose > 0.5 kGy to < 1 kGy	₱	900	per load-sample
Dose 1kGy to 15 kGy	₱	1,800	per load-sample
Dose >15 kGy to 30 kGy	₱	2,800	per load-sample
Dose > 30 kGy to 50 kGy	₱	3,800	per load-sample
Dose > 50 kGy and above	₱	5,300	per load-sample
Dose Validation/Test Irradiation (Minimum Of five (5) doses	₱	5,000	per set of 5 doses
	₱	1,000	per additional dose
<b>Multipurpose Irradiation Facility</b>			



Irradiation Services		Fees and Charges	
Dose < 0.1 kGy	₱	2,500	per load <sup>1</sup>
	₱	2,000	minimum charge per load <sup>2</sup>
Dose 0.1 to < 1 kGy	₱	3,500	per load <sup>1</sup>
	₱	3,000	minimum charge per load <sup>2</sup>
Dose 1 kGy to 3 kGy	₱	10,000	per load <sup>1</sup>
	₱	7,500	minimum charge per load <sup>2</sup>
Dose > 3 kGy to 6 kGy	₱	15,000	per load <sup>1</sup>
	₱	10,000	minimum charge per load <sup>2</sup>
Dose > 6 kGy to < 25 kGy	₱	20,000	per load <sup>1</sup>
	₱	15,000	minimum charge per load <sup>2</sup>
Dose 25 kGy	₱	25,000	per load <sup>1</sup>
	₱	20,000	minimum charge per load <sup>2</sup>
Dose Validation/Test Irradiation	₱	3,000	per set of 3 doses
	₱	1,000	per additional dose
Dose mapping and other samples for R&D	₱	5,000	per product load

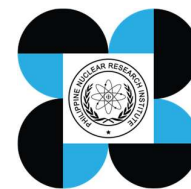
<sup>1</sup> Load = 1 load = 14 tote boxes (size of tote box: 70 cm L × 50 cm W × 90 cm H)

<sup>2</sup> Minimum charge = half-load or less

### 18. Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (ObS)

Provision of gamma irradiation service for sterilization, decontamination, material modification and other applications (small samples only)

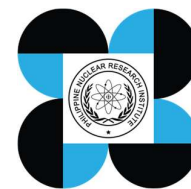
Office/Division:	Irradiation Services Section (ISS)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Researchers, students and other interested clients



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form for Gamma Irradiation Services (for R&D use only): NSD/ISS Form-002 (1 copy)	Apply online through <a href="https://services.pnri.dost.gov.ph/portal/Irradiation/register">https://services.pnri.dost.gov.ph/portal/Irradiation/register</a>
Approved request for discount of fees, if any (1 copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring samples to the Multipurpose Gamma Irradiation Facility on the scheduled date together with the original copy of the application form and request for discount (if any)	1.1 Check the filled-out application form with the submitted samples	None	5 Minutes	<i>GC and ObS Operator</i> IS Section
	1.2 Record in Receiving Logbook; assign Request No.	None	5 Minutes	<i>GC and ObS Operator</i> IS Section
	1.3 Issue Statement of Charges (SOC)	Refer to Table 4. Schedule of Fees and Charges for Irradiation Services	5 Minutes	<i>GC and ObS Operator</i> IS Section
2. Pay to Cashier	2.1 Receive payment and issue Official Receipt (O.R.)		5 Minutes	<i>Cashier</i> Cash Section
	2.2 Prepare and irradiate samples on scheduled date and evaluate results. Prepare release documents	None	Actual irradiation time depends on the dose required and number of samples*	<i>GC and ObS Operator</i> IS Section
3. Pick-up irradiated samples	3. Release irradiated samples to clients	None	5 Minutes	<i>GC and ObS Operator</i> IS Section
<b>TOTAL</b>		<b>Refer to Table 4</b>	<b>25 Minutes</b> (excluding irradiation time)	

\* Irradiation time is dependent on the dose requested by clients and the dose depends on their objective. Higher dose will require longer irradiation time. More samples will require more irradiation loads.



### 19. Gamma Irradiation Services: Multipurpose Irradiation Facility

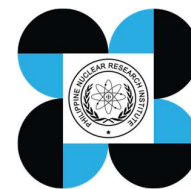
Provision of gamma irradiation service for sterilization, decontamination, material modification and other applications

Office/Division:	Irradiation Services Section (ISS)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Manufacturers, hospitals, researchers, students and other interested clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form for Gamma Irradiation Services: NSD/ISS Form-001 or -002 (1 copy)	Apply online through <a href="https://services.pnri.dost.gov.ph/portal/Irradiation/register">https://services.pnri.dost.gov.ph/portal/Irradiation/register</a>
Approved request for discount of fees, if any (1 copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver products to the Multipurpose Gamma Irradiation Facility at least 2 days before the schedule of irradiation together with the original copy of the application form.	1.1 Receive application form and check correctness of entry	None	7 Minutes	<i>Designated Receiving Personnel and Product Handlers of MIF</i> IS Section
	1.2 Record in Receiving Logbook, assign Request No.	None	3 Minutes	<i>Designated Receiving Personnel of MIF</i> IS Section
	1.3 Issue Statement of Charges (SOC)	Refer to Table 4. Schedule of Fees and Charges for Irradiation Services	5 Minutes	<i>Designated Receiving Personnel of MIF</i> IS Section
2. Pay to Cashier	2.1 Receive payment and issue Official Receipt		5 Minutes	<i>Cashier</i> Cash Section





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Prepare and irradiate products on scheduled date and evaluate results. Prepare release documents.	None	Actual irradiation time depends on the dose required and number of products*	<i>Operators/ Dosimetrists/ Facility Manager IS Section</i>
3. Pick-up irradiated products on the scheduled date. Present Authority to Pick-Up (if other than the Applicant).	3. Release products to clients	None	5 Minutes	<i>Designated Releasing Personnel IS Section</i>
<b>TOTAL:</b>		<b>Refer to Table 4</b>	<b>25 Minutes</b> (excluding irradiation time)	

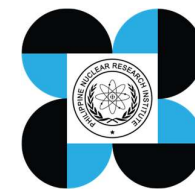
\* Irradiation time is dependent on the dose requested by clients and the dose depends on their objective. Higher dose will require longer irradiation time. More products will require more irradiation loads.

## 20. Radiometric and Chemical Analysis

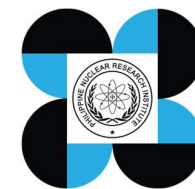
Provision of radiometric analysis for drinking water, food and environmental samples, chemical/ physico-chemical (multi- element) analysis, and vinegar adulteration analysis for regulatory and research applications.

Office/Division:	Nuclear Analytical Techniques Application Section (NATAS)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Private, government, academic institutions and other interested clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Refer to Table 5. List of Sample Requirements for Radiometric and Chemical Analysis	NATAS Section

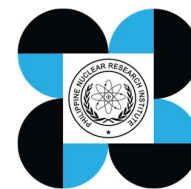


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply online for the services required	1. Evaluate applications online and schedule visit appointments for accepted applications	None	None	<i>Laboratory Manager or Analyst in-charge</i> NATA Section
2. Monitor progress of application online and note date of approved schedule of visit to PNRI	2. Ensure that each application has been evaluated online and schedules for appointment visits have been assigned per customer	None	None	<i>Analyst in-charge</i> NATA Section
3. Submit samples to PNRI One Stop Shop on approved schedule	3. Receive samples and print Job order, issue SOA	None	3 Minutes	<i>Analyst in-charge</i> NATA Section
4. Pay to Cashier	4. Receive payment and issue Official Receipt	Refer to Table 5. List of Sample Requirements for Radiometric and Chemical Analysis	5 minutes	<i>Cashier</i> Cash Section
5. Affix signature on the job order form	5. Receive the signed job order form and file	None	1 Minute	<i>Analyst in-charge</i> NATA Section
6. None	6. Conduct radiometric and chemical analysis required	None	Dependent on the type of analysis (Refer to Table 5)	<i>Analyst in-charge</i> NATA Section
7. Receive results	7. Issue analysis report	None	5 minutes	<i>Analyst in-charge</i> NATA Section
8. Acknowledge receipt of report	8. Log receipt of report	None	1 minute	<i>Analyst in-charge</i> NATA Section
<b>TOTAL</b>		<b>Refer to Table 5</b>	<b>20 Minutes</b> (plus processing time according to Table 5)	

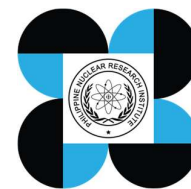


**Table 5. List of Sample Requirements for Radiometric and Chemical Analysis**

Analysis	Sample Requirements	Fee	Processing Time
<b>Gammametric Analysis</b>			
5.1. Food and related items for Cs-137, C-134 and I-131	2 kilos for solid samples 2 liters for liquid samples	<ul style="list-style-type: none"> <li>▪ ₱2,300 per sample/hour counting ₱200 per additional radionuclide with same calibration</li> <li>▪ ₱1,500 per additional hour counting</li> <li>▪ ₱600 certification</li> </ul>	5 working days for 3 radionuclides (Cs-137, Cs-134, I-131) for 3 samples  Additional of 1 day for every 3 additional samples
5.2. Environmental samples (ore, sludge, and solids, liquids etc.)	Should be in a 250 mL PE or PP bottles to be provided by PNRI	<ul style="list-style-type: none"> <li>▪ ₱2,900 per sample</li> <li>▪ ₱200 per additional radionuclide with same calibration</li> <li>▪ ₱1,500 per additional hour counting</li> </ul>	45 days depending on pre-screening results
5.3. Other samples	With prior consultation	To be determined depending on requirements	
<b>Liquid scintillation counting</b>			
5.4. Gross Alpha-Beta Analysis of drinking water/freshwater	1 liter freshly collected sample preferably in plastic container	<ul style="list-style-type: none"> <li>▪ ₱4,700 for the first sample</li> <li>▪ ₱2,300 per succeeding sample (maximum of 5 per batch)</li> </ul>	45 Days
5.5. Tritium, Carbon-14 in liquids (direct counting)	At least 50 mL liquid, filtered and decolorized	<ul style="list-style-type: none"> <li>▪ ₱2,600 per radionuclide for the first sample</li> <li>▪ ₱1,500 per radionuclide for succeeding samples (maximum of 5 per batch)</li> </ul>	15 working days/batch
5.6. Radon-222 in drinking water/freshwater <sup>16</sup>	1 liter freshly collected sample completely filled (i.e. no air space/bubbles inside), preferably in gas-tight PE bottles	₱4,700 per sample	15 days  Samples submission is on Tuesdays and Thursdays (until 12:00 noon)
5.7. Authentication of naturally fermented vinegar	2 liters of vinegar sample	<ul style="list-style-type: none"> <li>▪ ₱16,000 for the first sample</li> <li>▪ ₱12,500 per succeeding sample (maximum of 3 per batch)</li> </ul>	10 working days per sample



Analysis	Sample Requirements	Fee	Processing Time
<b>Elemental analysis by XRF</b>			
5.8.a. Soil or sediment	Prepare at least 5 grams of 80 mesh size sample	Qualitative: ₱1,350 per sample/sec target /500 sec counting ₱100 per additional 100 sec counting Quantitative (multi-element): ₱1,900 per sample/sec target/500 sec counting ₱750 per succeeding sample/sec target/500 sec counting; (maximum of 9 per batch)	Without sample preparation: Qualitative = 2 working days Quantitative = 5 working days
5.8.b. Other solids	≤ 50 mm diameter and ≤ 20 grams	Only qualitative or semi-qualitative (multi-element) Qualitative: ₱1,350 per sample/sec target /500 sec counting; ₱100 per additional 100 sec counting; ₱600 per succeeding sample (maximum of 9 per batch)	Without sample preparation: Qualitative = 2 days Semi-quantitative = 5 days
5.9. Air particulate matter	Sample collected on filters	Quantitative (multi-element) ₱5,200 for first sample ₱2,200 per succeeding sample (maximum of 9 per batch)	10 Working days/batch
5.10. Liquid dried on filters	Filtered through 0.45 μm, at least 50 mL; Analysis should have been conducted by NATAS	Quantitative (multi-element) 7,150 for first sample 2,200 per succeeding sample (max of 9 per batch)	15 working days/ batch



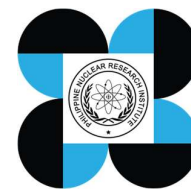
## 21. Gamma Column Scanning

Gamma column scanning incorporates the use of a sealed radioactive material to determine the operating conditions of distillation columns or process vessels in refineries and process industries. The technique is able to determine a number of process anomalies and provide information concerning the optimization of column performance as well as identify requirements for maintenance operations.

Office/Division:	Isotope Techniques Section (ITS)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government
Who may avail:	Petroleum refineries, gas processing installations, chemical plants and other interested clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully accomplished application form: NSD-ITS-Form-01 (1 copy)	PNRI-ITS Office
Engineering Drawings of the column to be scanned to be provided by customer (1 copy)	Client
Entry permits on site to be provided by customer	
Customer feedback form (PNRI-CSM-01) to be secured from PNRI-ITS (1 copy)	PNRI-ITS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application of service and arrangement of schedule (possible via online submission and telephone conversation)	1. Check the filled-out application form and discuss with client the requirement(s) and schedules	None	10 Minutes	<i>Team Leader and Section Head</i> Isotope Techniques Section
2. Payment of service fee	2. Receive payment and issue Official Receipt	₱125,000.00 for 3 days scanning ₱35,000.00 per additional day	5 Minutes	<i>Cashier</i> Cash Section



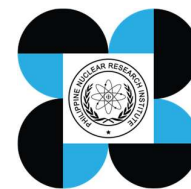
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepares the on-site requirements for ocular inspection and conduct of column scanning service	3. Conduct ocular inspection, perform column scanning service and present result	None	4 Days per column	<i>Team Leader, Column Scanning Team</i> Isotope Techniques Section
4. Receives official service report	4. Prepares and Issues Official Service Report Issue service report	None	7 Days	<i>Team Leader</i> Isotope Techniques Section
<b>TOTAL</b>		<b>₱125,000.00</b>	<b>11 Days &amp; 15 Minutes</b>	

## 22. Instrument Repair: Survey Meter

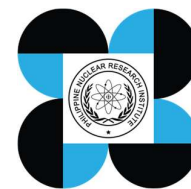
Repair of radiation survey meter that failed the calibration test conducted by RPSS.

Office/Division:	Engineering Services Section (ESS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;
Who may avail:	Users of radioactive materials and operators of nuclear facilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prior discussion by phone/email/personal appearance on the request for repair of survey meter	None

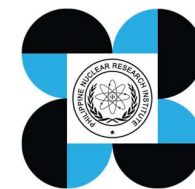


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present instrument for diagnostic and/or repair	1. Receive instrument, record in logbook necessary details	None	5 Minutes	<i>Electronics Staff</i> Engineering Services Section
2. Diagnostic only, proceed to Step No.7	2. Conduct diagnostic	None	45 Minutes	<i>Electronics Staff</i> Engineering Services Section
3. Diagnostic and Minor Repair, proceed to Step No.7	3. Conduct repair Minor Repair  Major Repair	None	1 Day  Proceed to steps no. 4 and 5	<i>Electronics Staff</i> Engineering Services Section
4. Request for list of parts/materials for purchase	4. Provide list of necessary parts/materials for purchase of Client	None	15 Minutes	<i>Electronics Staff</i> Engineering Services Section
5. Purchase and provide parts/materials for completion of repair	5. Receive parts/materials provided by the Client and conduct repair	None	1 Day upon receipt of parts/materials provided by the Client	<i>Electronics Staff</i> Engineering Services Section
6. Pre-calibration test for major repair	6. Conduct Pre - calibration test at SSDL facility	None	1 Day  Proceed to Step no. 7	<i>Electronics Staff</i> Engineering Services Section
7. Get Statement of Account	7. Issue Statement of Account	None	5 Minutes	<i>Electronics Staff</i> Engineering Services Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Pay to Cashier	8. Receive payment and issue Official Receipt	Diagnostic ₱600.00 Per instrument Repair ₱1,500.00 basic charge per instrument	5 Minutes	<i>Cashier</i> Cash Section
9. Present O.R. to ESS Staff get diagnosed and/or repaired instrument and sign the ESS Survey Meter Acknowledgement Receipt	9.1 Record O.R. No. in Logbook	None	3 Minutes	<i>Electronics Staff</i> Engineering Services Section
	9.2 Release diagnosed and/or repaired instrument	None	10 Minutes	<i>Electronics Staff</i> Engineering Services Section
<b>TOTAL</b>		<b>Refer to step no. 8</b>	Diagnostic <b>1 Hour &amp; 13 Minutes</b> Diagnostic & Minor Repair <b>1 Day &amp; 28 Minutes</b> Diagnostic & Major Repair <b>2 Day, 1 Hour &amp; 28 Minutes</b>	





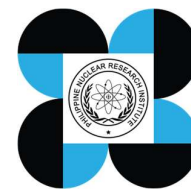
### 23. Microbiological Analysis

Microbiological Analysis of Food and Medical Products (i.e. Sterility test, Bioburden, microbial counts etc.) using the Bacteriological Analytical Manual.

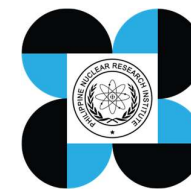
Office/Division:	Biomedical Research Section (BMRS)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen – G2C; G2B – Government to Business; G2G – Government to Government
Who may avail:	Private and government institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For first-time clients: discuss with service provider the purpose for applying for the service	
Online Appointment Form	Please fill out the online appointment form at <a href="https://services.pnri.dost.gov.ph/">https://services.pnri.dost.gov.ph/</a>
Microbiological Analysis Job Order Form PM 006-F2 Rev.3	BMRS Staff at Motorpool, PNRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up BMRS Job Order Form	1. Review and receive Job Order Form; Issue to client Statement of Account	None	5 minutes	<i>Analyst in-charge</i> Biomedical Research Section
2. Submit samples	2. Receive samples	None	3 minutes	<i>Analyst in-charge</i> Biomedical Research Section
3. Pay to Cashier	3.1 Receive payment and issue Official Receipt	Refer to Table 6 of BMRS Fees and Charges	10 minutes	<i>Cashier</i> Cash Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Conduct testing/ analysis	None	Aerobic plate count = 5 days Molds and yeast count = 7 days Total Coli form = 5 days Bioburden test = 5 days Sterility testing = 14 days Moisture analysis = 5 days pH= 1 day TSS=1 day	<i>Analyst in-charge</i> Biomedical Research Section
4. Receive results	4. Release results	None	5 minutes	<i>Analyst in-charge</i> Biomedical Research Section
<b>TOTAL</b>		<b>Refer to Table 6</b>	<b>Depends on the type of analysis</b>	



**Table 6. Schedule of Fees and Charges for Microbiological Analysis**

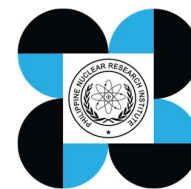
Test/Analysis	Fees
Aerobic Plate Count/Total Plate Count	₱ 550.00 per spl
Molds and Yeast Count	₱ 550.00 per spl
Total Coliform Count	₱ 550.00 per spl
Bioburden Test	Method 1 (min. of 30 spl) ₱ 16,500.00 Method 3 (min. of 10 spl) ₱ 5,500.00
Sterility Testing – small item	₱ 600.00 per spl
Sterility Testing – big item	₱ 1,000.00 per spl
Moisture Analysis	₱ 400.00 per spl
pH test	₱ 325.00 per spl
Total Soluble Solid as Brix Reading	₱ 360.00 per spl

#### 24. Cytogenetic Analysis

Cytogenetic Analysis for absorbed dose assessment of radiation-exposed individuals using Dicentric Chromosome Assay

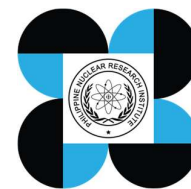
Office/Division:	Biomedical Research Section (BMRS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen; G2B – Government to Business
Who may avail:	Workers occupationally exposed to ionizing radiation; individuals requiring cytogenetics analysis for health/medical purposes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Appointment Form	Please fill out the online appointment form at <a href="https://services.pnri.dost.gov.ph/">https://services.pnri.dost.gov.ph/</a>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Microbiological Analysis Job Order Form PM 006-F2 Rev.3	BMRS Staff at iPOSSH, PNRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Cytogenetic Analysis Application Form	1.1 Review and receive Application Form; Issue to client Statement of Account	None	5 Minutes	<i>Analyst in-charge</i> Biomedical Research Section
2. Pay to Cashier	2.1 Receive payment and issue OR	₱1,750.00	5 Minutes	<i>Cahier</i> Cash Section
3. Proceed to Cytogenetics laboratory for blood extraction; Present OR to Analyst/Medical Technologist	3.1 Record OR details in logbook; Perform blood extraction	None	15 Minutes	<i>SRS (Registered Medical Technologist)</i> Biomedical Research Section
	3.2 Conduct and prepare blood culture/ chromosome analysis	None	8 Days	<i>Analyst in-charge</i> Biomedical Research Section
4. Receive results	4.1 Release results	None	5 Minutes	<i>Analyst in-charge</i> Biomedical Research Section
<b>TOTAL</b>		<b>₱1,750</b>	<b>8 Days, 30 Minutes</b>	



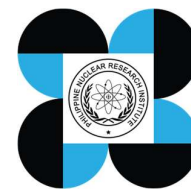
## 25. Nuclear Training Services: Application to Training Courses

Training programs on radiation and nuclear safety and security, radiation and nuclear science and technology, and NDT technology are made available for professionals, researchers, students and those individuals who are complying with the training requirements of the regulatory body for the licensing of the use of radioactive material in various applications. The schedule of the training courses for the year is uploaded at the PNRI website ([www.pnri.dost.gov.ph](http://www.pnri.dost.gov.ph)).

Office/Division:	Nuclear Training Center (NTC)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Professionals, researchers, students, and radioactive material licensees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled out online form	Online Course Application Portal (OCAP): ( <a href="https://services.pnri.dost.gov.ph/portal/">https://services.pnri.dost.gov.ph/portal/</a> )
Endorsement or Recommendation letter from work supervisor or Letter of Intent	Company; personal
Medical Certificate (required from applicants of training courses conducted for more than 2 weeks)	Company; medical institution
Transcript of records (as applicable)	School

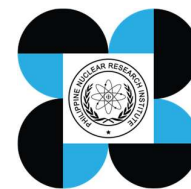
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online application form and upload supporting documents to the OCAP( <a href="https://services.pnri.dost.gov.ph/portal/">https://services.pnri.dost.gov.ph/portal/</a> )	1. Portal/ System receives application form and supporting documents	None	Depends on system response	<i>Applicant</i>
2. Wait for results of training course application	2.1 Retrieve and evaluate application documents	None	5 Days	<i>NTC Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Send notice to successful applicants. No notification will be sent to those who are not accepted in the course.		From receipt of application or from the closing date of the course	Nuclear Training Center
3. Pay training fee to Cashier	3. Receive payment and issue Official Receipt (O.R.)	Refer to Table 7. Nuclear Training Services	5 minutes	Cashier Cash Section
4. Attend training course	4. Conduct training course	None	Based on schedule	Applicant, NTC Training Team Nuclear Training Center
<b>TOTAL</b>		<b>Training fee only</b>	<b>5 Days and 5 Minutes</b>	

**Table 7. Nuclear Training Services**

Services	Duration	Training Fee (per participant)
<b>I. Training Courses</b>		
1. Radiation Safety Course-Commercial Sale Involving Radioactive Materials and Low Activity Sources (RSC-CL)	16 hours	₱ 2,500
2. Radiation Safety Refresher Course (RSRC)	24 hours	₱ 3,500
3. Radiation Safety Course-Radioactive Sources in Industrial Devices (RSC-ID)	40 hours	₱ 5,500
4. Radiation Safety Course – Medical Use of Radioisotopes (RSC-MR)	80 hours	₱ 10,000
5. Radiation Safety Course – Industrial Radiography (RSC-IR)	80 hours	₱ 10,000
6. Course on Medical Use of Radioisotopes (CMR)	160 hours	₱ 15,000
7. Seminar on Nuclear Science for Teachers (SNST)	120 hours	waived
8. Course on Radioisotope Technology (CRT)	120 hours	waived

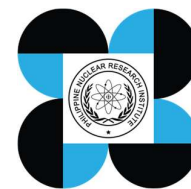


Services	Duration	Training Fee (per participant)
9. FTC-Nuclear and Radiation Emergency Preparedness and Response	40 hours	waived
10. FTC-Environmental Radioactivity Monitoring	40 hours	waived
11. FTC- Reactor Engineering: Level 1	80 hours	waived
12. Radiation Safety Course – Security Personnel	16 hours	waived
13. Radiation Safety Course for PNRI Administrative and Support Staff	16 hours	waived
14. Thermographic Testing - Level 1	40 hours	₱ 16,000
15. Radiographic Testing - Level 2	80 hours	₱ 23,000
16. Ultrasonic Testing - Level 2	80 hours	₱ 23,000
17. Surface Methods - Level 2	80 hours	₱ 23,000
18. Eddy Current Testing - Level 2	80 hours	₱ 23,000
<b>II. Training Course on Request</b>		
a) Radiation Safety Course (2 days)	16 hours	₱ 2,500
b) Radiation Safety Course (3 days)	24 hours	₱ 3,500
c) Radiation Safety Course (5 days)	40 hours	₱ 5,500
d) Radiation Safety Course (10 days)	80 hours	₱ 10,000
<b>III. Processing of OJT Application</b>	As requested	None
<b>IV. Processing of Application for Research/Thesis Advisorship Program</b>	As requested	None

## 26. Nuclear Training Services: Response to Request for Training Course

Upon request of a government or private agency/ institution/ company or professional organizations who are complying with the training requirements of the regulatory body, the PNRI-NTC conducts requested trainings on site/ in house\* via online or blended approaches subject to agreed terms and conditions including payment of appropriate fees.

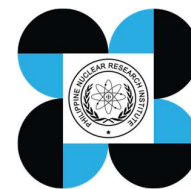
Office/Division:	Nuclear Training Center (NTC)
Classification:	Highly technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Professionals, researchers, students, and radioactive material licensees



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request (addressed to the PNRI director) indicating the type of training course, number of participants, venue, and schedule.	Requesting company, institution, or professional group
Exploratory meeting to discuss propriety of requested training	N/A
Accomplished application form (PNRI/NTC Form No. 01-A or 01-B)	NTC, 1st Floor NART Building, PNRI PNRI website: <a href="http://www.pnri.dost.gov.ph">www.pnri.dost.gov.ph</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to <a href="mailto:ntc@pnri.dost.gov.ph">ntc@pnri.dost.gov.ph</a>	1.1 Receive request	None	3 Days	<i>NTC Staff</i> Nuclear Training Center
	1.2 Schedule exploratory meeting			
2. Attend exploratory meeting	2.1 Discuss training needs, type of training, number of participants, venue, schedule and cost.	None	5 minutes	<i>Requesting party</i> <i>NTC Staff</i> Nuclear Training Center
	2.2 Prepare minutes of the meeting (if necessary)	None	20 Days From the date of meeting	<i>NTC Staff</i> Nuclear Training Center
	2.3 Send proposal of terms and conditions of the requested training course	None		<i>NTC Staff</i> Nuclear Training Center
3. Receive proposal or terms and conditions of the requested training course and submit application form to NTC together with other training requirements	3. Receive completed application form and requirements	None	2 minutes	<i>NTC Staff</i> Nuclear Training Center
<b>TOTAL</b>		<b>None</b>	3 Days for response to request 20 Days for training course agreement	





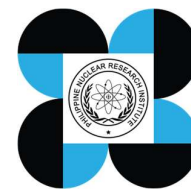
## 27. Nuclear Training Services: Processing of OJT Application

On-the-Job trainings in the various radiation and nuclear research projects and activities as well as in administrative management and support activities are made available for high school and college students. Each student is under the supervision of a researcher, trainer, administrative personnel or project coordinator during the training, internship or immersion in a normal office or research environment.

Office/Division:	Nuclear Training Center/Technology Diffusion Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government
Who may avail:	High school and college students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OJT Application form (PNRI/NTC Form No. 31)	1. NTC, 1st Floor NART Building, PNRI 2. PNRI website: <a href="http://www.pnri.dost.gov.ph">www.pnri.dost.gov.ph</a>
3. Cover letter (addressed to the PNRI director)	University, college, school, educational institution
4. Endorsement from the school	
4. Transcript of Records	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form or download it from <a href="https://pnri.dost.gov.ph/index.php/downloads/pnri-forms">https://pnri.dost.gov.ph/index.php/downloads/pnri-forms</a> and complete supporting documents	1. Receive completed application form and requirements	None	Depends on system response	<i>NTC Staff</i> Nuclear Training Center
	1. Reviews and evaluates application documents and requirements	None	10 Days After the closing date of the internship cycle	<i>PNRI Staff/ Mentor/ Supervisor</i>



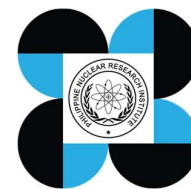
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for the result of the evaluation	2. Successful applicants will be notified through email	None	15 minutes	<i>NTC Staff</i> Nuclear Training Center
<b>TOTAL</b>		<b>None</b>	<b>10 Days</b>	

### 28. Nuclear Training Services: Processing of Application for Thesis/Research Advisorship Program

A research/thesis advisor can be requested by a research or MS student to provide supervision, and consultancy services on a specific field of radioisotope technique application and nuclear research.

Office/Division:	Nuclear Training Center/Technology Diffusion Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government
Who may avail:	College and post-graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cover letter (addressed to the PNRI director)	University, college, school, educational institution or personal NTC, 1st Floor NART Building, PNRI PNRI website: <a href="http://www.pnri.dost.gov.ph">www.pnri.dost.gov.ph</a>
Application form (PNRI/NTC Form No. 24)	
Agreement Form (notarized upon submission, 3 copies)	
Confidentiality Undertaking (3 copies)	
Memorandum of Agreement (notarized after being signed by PNRI Director, 3 copies)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form or download from <a href="https://pnri.dost.gov.ph/index.php/downloads/pnri-forms">https://pnri.dost.gov.ph/index.php/downloads/pnri-forms</a> and complete supporting documents	None	None	None	Applicant
2. Submit accomplished application form and all supporting documents to the office of the Nuclear Training Center or email the application form and supporting documents in portable document format (pdf) to <a href="mailto:ntc@pnri.dost.gov.ph">ntc@pnri.dost.gov.ph</a>	2. Receive, review, and evaluate application form and supporting documents. If application packet is NOT complete, request the applicant to comply. If complete, transmit to prospective research/thesis advisor	None	15 minutes	<i>NTC Staff Nuclear Training Center</i>
3. Wait for result of application	3.1 Evaluation and approval	None	10 Days	<i>NTC Staff, Research Advisor or Concerned Section, Office of the Director</i>
	3.2 Notify applicant on the final status of the application by email, text or call			
4. Submit notarized MOA and commence the research activity	None	None	None	<i>Applicant</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Days and 15 Minutes</b>	



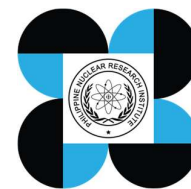
## 29. Nuclear Awareness Seminars and Exhibits

Request for conduct of nuclear awareness seminar and exhibit

Office/Division:	Nuclear Information and Documentation Section (NIDS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen;
Who may avail:	High schools, colleges, universities and other institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of 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 number and email address</li> <li>• Full details of the requested event (What, When, Where, Who and How)</li> </ul>	Requesting Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PNRI	1.1 Receive letter of request	None	3 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section
	1.2 Schedule date of seminar/exhibit	None	7 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section



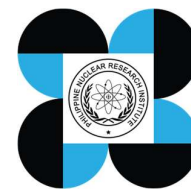
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Notify client of approval through text, direct messaging, or email	None	5 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section
2. Meet with PNRI personnel for conduct of exhibit/seminar	2. Set up exhibit/ conduct seminar	None	As per request (or None)	<i>NIDS Staff</i> Nuclear Information and Documentation Section
<b>TOTAL</b>		<b>None</b>	<b>15 Minutes</b>	

### 30. Guided Tour of PNRI Facilities

Request for technical guided tour of PNRI facilities and laboratories

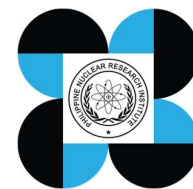
Office/Division:	Nuclear Information and Documentation Section (NIDS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen;
Who may avail:	General public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request at least two weeks prior to intended schedule sent via email, courier/mail, or portal containing the following details <ul style="list-style-type: none"> <li>• Full name of representative from the requesting agency</li> <li>• Contact number and email address</li> <li>• Full details of the requested tour (purpose,</li> </ul>	Requesting Client



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
date, time, visitors and number of visitors)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PNRI	1.1 Receive letter of request	None	3 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section
	1.2 Schedule date of tour	None	22 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section
	1.3 Notify client of approval through text, direct messaging, or email	None	5 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section
2. Register upon arrival for conduct of guided tour	2. Conduct guided tour of facilities	None	As per request (or None)	<i>NIDS Staff</i> Nuclear Information and Documentation Section
3. Provide feedback by filling up survey questionnaire	3. Accept feedback	None	5 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section
<b>TOTAL</b>		<b>None</b>	<b>35 Minutes</b>	



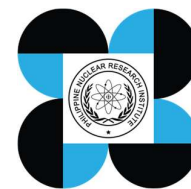
### 31. Assistance to Walk-in Visitors

Assistance on queries on nuclear science and technology programs and services at the PNRI office.

Office/Division:	Nuclear Information and Documentation Section (NIDS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen;
Who may avail:	Students, teachers, professionals and the general public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Nuclear Information & Documentation Section (NIDS)	1. Discuss with client about service needed	None	3 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section
2. Fill out the inquiry form	None	None	2 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section
3. Receive assistance from NIDS Staff	3. Refer/Provide assistance to client	None	10 Minutes	<i>NIDS Staff</i> Nuclear Information and Documentation Section
<b>TOTAL</b>		<b>None</b>	<b>15 Minutes</b>	



### 32. Library Services

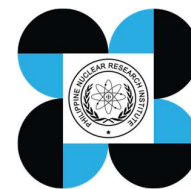
Provision of library services to researchers

Office/Division:	Nuclear Information and Documentation Section (NIDS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen;
Who may avail:	General public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on researchers' logbook	1.1 None	None	2 Minutes	<i>Librarian</i> Nuclear Information and Documentation Section
2. Inform the NIDS Staff about the topic of research	2.1 Assist the client in identifying, finding and retrieving related information resources	None	10 Minutes	<i>Librarian</i> Nuclear Information and Documentation Section
3. Proceed to use reading area and other library facility	3.1 None	None	None	<i>Librarian</i> Nuclear Information and Documentation Section





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Provide feedback by filling out survey questionnaire	4.1 Retrieve survey questionnaire	None	2 Minutes	<i>Librarian</i> Nuclear Information and Documentation Section
<b>TOTAL</b>		<b>None</b>	<b>14 Minutes</b>	

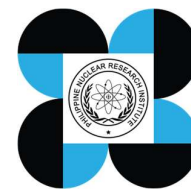
### 33. Online Library Services

Provision of library services to researchers

Office/Division:	Nuclear Information and Documentation Section (NIDS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen;
Who may avail:	General public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request 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 number and email address</li> <li>• Details of the requested information</li> </ul>	Requesting Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via email, mail/courier or portal stating the topic of research	1.1 Label or acknowledge client request	None	2 Minutes	<i>Librarian</i>

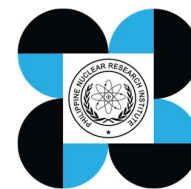


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Nuclear Information and Documentation Section
	1.2 Check for access to specified content in database. If accessible, retrieve material and render full/online-only access to client via email. If inaccessible, search for related content based on research topic		60 Minutes	
2. Provide feedback by filling out survey questionnaire	2. Check submitted survey questionnaire	None	2 Minutes	<i>Librarian</i> Nuclear Information and Documentation Section
<b>TOTAL</b>		<b>None</b>	<b>64 Minutes</b>	

# **Philippine Nuclear Research Institute**

---

INTERNAL SERVICES

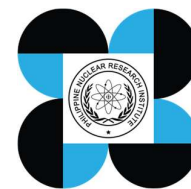


## 1. Processing of Purchase Request (PR)

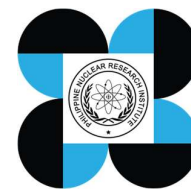
The Property and Procurement Section (PPS) processes the Purchase Requests (PR) submitted by the end-users, which are then forwarded to Accounting Section (AS) for verification and funding in accordance with the approved line-item-budget. The PRs are then forwarded for the approval of designated authorities.

Office/Division:	Property and Procurement Section (PPS), Accounting Section (AS) & Budget Section (BS)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	End-users with approved Annual Procurement Plan (APP), Line Item Budget (LIB) and Approved GAA Budget, PNRI Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Purchase Request Form per Category (e.g. Office Supplies / Laboratory Supplies / Medical Supplies/ Services/ ICT Supplies/ ICT Equipment/ Infrastructure/ Engineering Supplies/ Equipment/ Electrical Supplies/ Consultancy/ Repairs & Maintenance/ etc.), using PPIS, with complete specifications, per funding source, indicate and signed by End-user, Project Leader and Division Chief (3 copies, 1 original and 2 photocopy)	End-user/PNRI Employee
Approved Line Item Budget (LIB) and other supporting documents pertaining to purchase requests as applicable (1 copy, photocopy)	
Recent Market Research or Quotation from a valid supplier if applicable, attach photo of the item (as much as possible not COD)	
If Item is not available from local Supplier: - Supplier's Pro-forma Invoice (1 copy, original); and Certificate of Non-Local Availability from DTI (in coordination with PPS)	
Justification by the end-user for emergency purchase – SDO/PCF/Reimbursement (1 copy, original)	
Photo – if applicable	

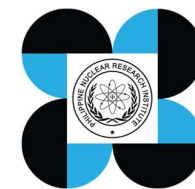


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Additional Attachments:</p> <p>A. Repairs and Maintenance</p> <ul style="list-style-type: none"> <li>- Property Acknowledgement Receipt (PAR/ARE) or Inventory Custodian Slip (ICS) (1 copy, photocopy)</li> <li>- Cost Analysis – Estimated Repair Cost &lt;30% Market Value of PPE</li> <li>- Accomplished Waste material report and/or Pre-Repair Report for (1 copy, original)</li> <li>- Troubleshooting Report (1 copy, original)</li> <li>- In case of calibration, please indicate if on-site or in-house (separate PR for on-site and in-house)</li> </ul> <p>B. Representation expense</p> <ul style="list-style-type: none"> <li>- List of participants (see suggested form) (1 copy, original)</li> <li>- Meeting agenda</li> </ul> <p>C. Infrastructure Project</p> <ul style="list-style-type: none"> <li>- Plans/Drawings, Surveys, Design and Technical Specifications</li> <li>- Detailed Cost Estimate and Bill of Quantities</li> <li>- Scope of Work, Detailed Engineering/ Preliminary Engineering Design</li> <li>- Delivery Time or Completion Schedule</li> <li>- General and/or Special Conditions of Contract</li> </ul> <p>D. Consultancy</p> <ul style="list-style-type: none"> <li>- Detailed Scope. Indicate the type of Services to be provided by the consultant</li> <li>- Curriculum vitae of consultant if applicable</li> </ul> <p>E. Security and Janitorial Services</p> <ul style="list-style-type: none"> <li>- Breakdown of all cost including supplies and equipment</li> </ul>	

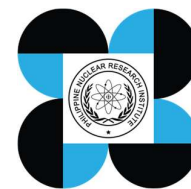


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>- Technical Parameters and minimum standard for each parameters</li> <li>F. Fabrication</li> <li>- Drawing</li> </ul>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request (PR)	1.1 Receives PR with required supporting documents	None	15 Minutes	<i>Science Aide or Admin Aide</i> PPS
	1.2 Verifies the completeness as per checklist of attachments (Incomplete will not be accepted)			
	1.3 Record Receipt of PR in PPIS			
2. None	2.1 Review PR and supporting documents. (Incomplete attachments and/or specifications will be returned to EU).	None	2 Days	Section Head or Admin Officer III PPS
	2.2 Checks Availability on Stock (as applicable)			
	2.3 Assign PR number for PR with complete attachments			
3. None	3.1 Record release of PR in PPIS, PPS Logbook and monitoring sheet	None	15 minutes	<i>Science Aide or Admin Aide</i> PPS
	3.2 Forward to Accounting Section for funding			
4. None	4. Receive and review purchase request with required supporting documents (Incomplete documents will be returned to end-user)	None	10 Minutes	<i>Administrative Aide</i> Accounting Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None	5. Record the verified /reviewed PR to the AS's logbook, monitoring sheet and DTMS/PPIS Submit the PR to section head for further review and funding.	None	10 Minutes	<i>Administrative Aide</i> Accounting Section
6. None	6.1 Record the PR to its designated project monitoring sheet. 6.2 Verify availability funding based from the approved LIB or GAA 6.3 Evaluate the validity and correctness of PR in accordance with GAM requirements. 6.4 If PR and supporting documents are in order, provide funding and sign.	None	4 Days (minimum)	<i>Accountant III</i> <i>Section Head</i> Accounting Section
7. None	7. Record the release of funded PR to AS logbook, monitoring sheet and DTMS/PPIS	None	15 Minutes	<i>Administrative Aide</i> Accounting Section
8. None	8. Forward to Approving Authorities (FAD,ODD) 8.2 Upon approval, record the release of PR to DTMS/PPIS	None	4 Days	Forward to Approving Authorities (FAD,ODD)
9. None	9. Receipt of approved PRs in PPIS and record in monitoring sheet	None	15 Minutes	<i>Science Aide or Admin Aide</i> PPS
10. None	10.1 Prepare Request for Quotations	None	3 Days	<i>Science Aide</i> PPS
	10.2 Posting to PhilGEPS of Invitation to Bid for PRs above Php50,000			<i>Admin Asst.</i> PPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TOTAL</b>		<b>None</b>	<b>13 Days, 1 Hour, 20 Minutes</b>	

## 2. Processing and Approval of Purchase Order (PO) and Job Order (JO)

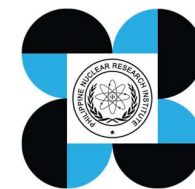
Upon approval of the PR, the PPS conducts the appropriate procurement method based on the approved PR, award will be signed by the BAC Members, and a Purchase/Job Order is prepared and generated. The PO/JO is forwarded to the Budget Section (BS) to be processed, certified for availability of allotment, and obligated for the purpose it is intended to. The PO with Obligation Request(OBR) will be forwarded to the division concerned for signature. Upon signature by the concerned Division Chief, the PO will be forwarded to AS for pre-audit and processing. The PO will be forwarded to FAD for approval.

Office/Division:	Property and Procurement Section (PPS), Accounting Section (AS) & Budget Section (BS)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	End-users with approved Annual Procurement Plan (APP) - GAA Budget and Line Item Budget (LIB), PNRI Employees

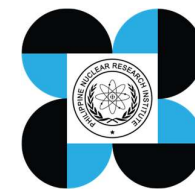
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Purchase Request with complete specifications, with supporting documents and signatures (3 copies, 1 original and 2 photocopy)	End-user/PNRI Employee
Accomplished PO (1 copy, original)	
Approved BAC Award (1 copy, original)	
Accomplished Abstract of Canvass	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare Abstract of Canvass in PPIS and attachment of Quotations in PR	None	2 Days	Science Aide or Admin. Asst.

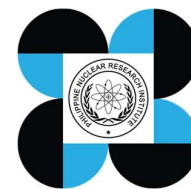




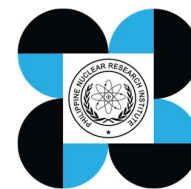
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved PRs with at least 3 Quotations Received from Suppliers	1.2 Review Abstract of Canvass in PPIS and show it to End-User in PPIS			PPS <i>Section Head or Admin Officer III</i> PPS
	1.3 Record in PPS Logbook and monitoring sheet and Forwards PR with quotations to End-User			<i>Science Aide or Admin Aide</i> PPS
2. Selection of items to be purchased	2.1 Review of quotations and selection of items to be purchase in the Abstract of Canvass	None	1 Day	End-User
	2.2 Printing of Abstract of Canvass			
	2.3 Sign Abstract of Canvass and Forwards to PPS			
3. Preparation of BAC Report and Recommendation	3.1 Review item selected and signed in the Abstract of Canvass if within the ABC	None	3 Days	<i>Admin Assistant VI, Admin Officer V</i> PPS
	3.2 Preparation of Bids and Awards Committee Report			<i>Admin Officer III, Admin Officer V</i> PPS
	3.3 Review Bids and Awards Committee Report			<i>Section Head or Admin Officer III</i> PPS
	3.4 Forwards Report to Signatory for signature			<i>Science Aide or Admin Aide</i> PPS
4. BAC Recommendation	4.1 Review, Recommend and Sign BAC Report and Recommendation	None	5 Days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Generation of Purchase / Job Order	5.1 Preparation of Purchase / Job Order in PPIS, Printing of PO/JO	None	5 Days	<i>Admin Officer or Admin Asst PPS</i>
	5.2 Review Purchase / Job Order			<i>Admin Officer V PPS</i>
	5.3 Record in monitoring sheet, PPS Logbook and Log-out in PPIS and Forwards to Budget Section			Science Aide or Admin Aide PPS
6. Submit complete required documents for obligation	6. Receive and review required documents for obligation (Incomplete supporting documents will be returned to the end-user)	None	1 Day	<i>AOII, AOIV Budget Section</i>
7. None	7. Record and assign Obligation Request (ObR) number immediately upon receipt of complete documents for obligation and input to ObR Database	None	1 Day	<i>AOII, AOIV Budget Section</i>
8. None	8. Release processed obligation document to the division head of the end-user for signature	None	15 Minutes	<i>AOII, AOIV Budget Section</i>
9. Receive accomplished PO, JO, Contract	9.1 Receive and review PO, JO, Contract with required supporting documents (incomplete applications will not be accepted).	None	1 Day	<i>Administrative Aide Accounting Section</i>
	9.2 Record the verified/reviewed PO, JO, and contract to the AS's logbook, monitoring sheet, and DTMS/PPIS.			
	9.3 Record the verified/reviewed PO, JO, and contract to its designated project file.	None	2 Days	<i>Administrative Assistant/Officer Accounting Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9.4 Verify/approve the PO, JO, and contract and prepare for release			<i>Accountant III</i> Accounting Section
	9.5 Record the PO/JO/Contract to DTMS/PPIS and other monitoring system and release to FAD.	None	1 Day	<i>Administrative Aide</i> Accounting Section
10. Receive accomplished PO/JO/Contract with complete supporting documents	10.1 Receive and review PO/JO/Contract with required supporting documents. (Incomplete documents will not be received.)	None	1 Day	<i>Administrative Assistant</i> Office of the FAD Chief
	10.2 Review and approve PO/JO/Contract if in order.	None	1 Day	<i>FAD Chief</i> Office of the FAD Chief
	10.3 Record and release approved PO/JO/Contract to either ODD/OD or PPS.	None		<i>Administrative Assistant</i> Office of the FAD Chief
11. Receive approved PO/JO/Contract with complete supporting documents	11. Receive and Record receipt in monitoring sheet, and PPIS	None	15 minutes	Science Aide or Admin Aide PPS
12. Serve approved PO/JO/Contract to Supplier/Contractor	12. Serve approved PO/JO/Contract to Supplier/Contractor	None	3 Days	Science Aide or Admin Aide PPS
<b>TOTAL</b>		<b>None</b>	<b>27 Days, 30 Minutes</b>	

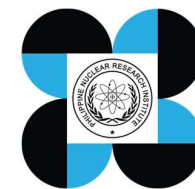


### 3. Processing of Payment for Purchase Orders (PO), Job Orders (JO) and Contracts

The POs, JOs and contracts upon completion of delivery by the suppliers will be forwarded by the PPS with complete supporting documents to the Accounting Section for processing in accordance with the rules and regulations of the government.

Office/Division:	Accounting Section (AS)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNRI Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved PR with complete specifications and all supporting documents (1 copy, Original)	Client/PNRI Employee (these documents are already consolidated and completed by the PPS prior to submission to Accounting Section).
Approved PO/JO and contract (1 copy, Original)	
Approved LIB for projects (1 copy, Original)	
Delivery Receipt (1 copy, Original)	
Sales Invoice (1 copy, Original)	
Inspection and Acceptance Report (IAR) (1 copy, Original)	
PAR/ICS/RIS (1 copy, Original)	
Waste material report for repairs and maintenance (1 copy, Original)	
Justification by the end-user if necessary (1 copy, Original)	
Supplier's quotation if necessary (1 copy, Original)	
Approved/signed award (1 copy)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved PO, JO and contract	1. Receive and review PO, JO and contract with required Disbursement Voucher (DVs) and supporting documents (Incomplete applications will not be accepted)	None	10 Minutes	<i>Administrative Aide</i> Accounting Section
2. None	2. Record the verified /reviewed PO, JO and contract to the AS's logbook, monitoring sheet and DTMS. Submit the documents to AS staff for processing and review	None	20 Minutes	<i>Administrative Aide</i> Accounting Section
3. None	Receive the PO, JO and contract and perform the ff: 3.1 Record the documents to its designated project monitoring sheet. 3.2 Verify availability funding based from the approved LIB or GAA 3.3 Evaluate the validity and correctness of PR in accordance with GAM requirements. 3.4 If PO, JO and contract and supporting documents are in order, provide Journal Entry Voucher (JEV) and sign 3.5 Submit to Head, AS for approval 3.6 Verify recorded PO, JO and contract to its designated project monitoring sheet. 3.7 Perform preaudit procedure in accordance with GAM standard.	None	4 days (depending on the complexity of transaction)	<i>Administrative Assistant I</i> <i>/Administrative Officer IV /</i> <i>Accountant II</i> Accounting Section



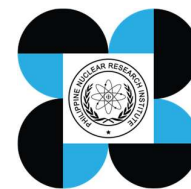
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.8 If all documents are in order, approve the disbursement voucher (DV) and the JEV.			
	3.9 Send the documents to staff for release			
4. None	4.1 Record the release of funded PO, JO and contract to AS logbook, monitoring sheet and DTMS	None	15 Minutes	<i>Administrative Aide</i> Accounting Section
<b>TOTAL</b>		<b>None</b>	<b>4 Days, 45 Minutes</b>	

#### 4. Processing of Government Obligation and Payment of Various Reimbursements

Various reimbursements are submitted by end-users to the Budget Section to be processed, certified the availability of allotment, and obligated for the purpose that it is intended to. The documents are then forwarded to the Accounting Section to be pre-audited in accordance with government rules and regulations.

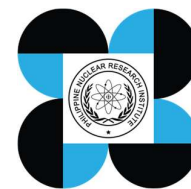
Office/Division:	Budget Section (BS) & Accounting Section (AS)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNRI Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Purchase Request (PR) with complete specifications, if procurement of supplies and materials and repairs, end-user should coordinate with the AS for withholding tax purposes. – (1 copy original) 2. Official Receipts (OR) (1 copy original)	Client/PNRI Employee



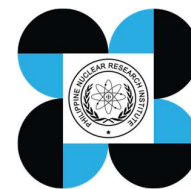
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Disbursement Voucher (1 copy original) 4. Approved Line Item Budget for projects (1 copy original) 5. Waste material report for repair and maintenance; PAR/ICS/RIS in case of equipment and supplies (1 copy original) 6. Certificate of Emergency Purchase (1 copy, Original) 7. Justification by the end-user if necessary (1 copy original) 8. Supplier's quotation if necessary (1 copy original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete required documents for obligation	1. Receive and review required documents for obligation (Incomplete supporting documents will be returned to the end-user)	None	1 Day	AOII, AOIV Budget Section
2. None	2. Record, assign Obligation Request (ObR) number immediately upon receipt of complete documents for obligation and input to ObR Database	None	1 Day	AOII, AOIV Budget Section
3. None	3. Release processed obligation document to the division head of the end-user for signature	None	15 Minutes	AOII, AOIV Budget Section
4. Upon signature of Division Chief, submit the DV and supporting documents for reimbursement to Accounting Section	4. Receive and review DV with required supporting documents (Incomplete applications will not be accepted)	None	10 Minutes	Administrative Aide Accounting Section
5. None	5. Record the verified /reviewed DV to the AS's logbook, monitoring sheet and DTMS. Submit the documents to AS staff for processing and review.	None	20 Minutes	Administrative Aide Accounting Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. None	6.1 Receive the DV with required supporting documents and perform the ff:	None	4 Days depending on the complexity of transaction	<i>Administrative Assistant I /Administrative Officer IV</i> Accounting Section
	6.2 Record the documents to its designated project monitoring sheet			
	6.3 Verify availability funding based from the approved LIB or GAA			
	6.4 Evaluate the validity and correctness of PR in accordance with GAM requirements.			
	6.5 If DV for reimbursement and supporting documents are in order, provide Journal Entry Voucher (JEV) and sign.			
	6.6 Submit to Head, AS for approval.			
	6.7 Verify recorded DV to its designated project monitoring sheet.			
	6.8 Perform preaudit procedure in accordance with GAM standard.			
	6.9 If all documents are in order, approve the disbursement voucher (DV) and the JEV.			
	6.10 Send the documents to staff for release			





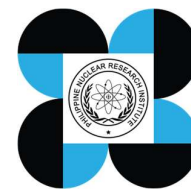
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. None	7. Record the release of DV for reimbursement to AS logbook, monitoring sheet and DTMS.	None	15 Minutes	<i>Administrative Aide</i> Accounting Section
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	

### 5. Processing of Government Obligation and Payment for IOTs and LTOs

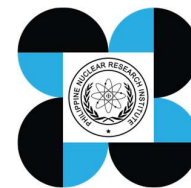
All payment for official travels should be processed prior to or upon the return of the officers and employees. The Itinerary of Travel (IOTs) and Local Travel Orders (LTOs) are submitted to the Budget Section be processed, certified the availability of allotment and obligated for the purpose that it is intended to. The documents are then forwarded to the Accounting Section to be pre-audited in accordance with government rules and regulations.

Office/Division:	Budget Section & Accounting Section
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNRI Employees

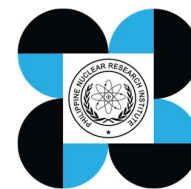
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved LTO with estimated expenses (1 copy, Original) 2. Approved IOT(1 copy, Original) 3. Official Receipt (OR) for transportation and food in case of actual reimbursement (1 copy, Original) 4. Approved LIB for projects (1 copy, Original) 5. Certificate of travel completed in case of actual reimbursement (1 copy, Original) 6. Certificate of attendance/participation in case of actual reimbursement (1 copy, Original) 7. Photo/s if necessary (1 copy, Original) 8. Disbursement Voucher (1 copy, Original)	Client/PNRI Employee



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete required documents for obligation	1. Receive and review required documents for obligation (Incomplete supporting documents will be returned to the end-user)	None	1 Day	<i>AOII, AOIV Budget Section</i>
2. None	2. Record, assign Obligation Request (ObR) number immediately upon receipt of complete documents for obligation and input to ObR Database	None	1 Day	<i>AOII, AOIV Budget Section</i>
3. None	3. Release processed obligation document to the division head of the end-user for signature	None	15 Minutes	<i>AOII, AOIV Budget Section</i>
4. Submit the DV and supporting documents for LTO or IOT	4. Receive and review DV for LTO/IOT with required supporting documents (Incomplete applications will not be accepted)	None	10 Minutes	<i>Administrative Aide Accounting Section</i>
5. None	5. Record the verified /reviewed DV to the AS's logbook, monitoring sheet and DTMS. Submit the documents to AS staff for processing and review	None	20 Minutes	<i>Administrative Aide Accounting Section</i>
6. None	Receive the DV with required supporting documents and perform the ff: 6.1 Record the documents to its designated project monitoring sheet. 6.2 Verify availability funding based from the approved LIB or GAA	None	4 days (depending on the complexity of transaction)	<i>Administrative Assistant I / Administrative Officer IV / Accountant II Accounting Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.3 Evaluate the validity and correctness of LTO/IOT in accordance with GAM requirements. 6.4 If DV for LTO/IOT and supporting documents are in order, provide Journal Entry Voucher (JEV) and sign. 6.5 Submit to Head, AS for approval  6.6 Verify recorded DV to its designated project monitoring sheet.  6.7 Perform preaudit procedure in accordance with GAM standard.  6.8 If all documents are in order, approve the disbursement voucher (DV) and the JEV. 6.9 Send the documents to staff for release			
7.None	7. Record the release DV for LTO/IOT to AS logbook, monitoring sheet and DTMS	None	15 Minutes	<i>Administrative Aide</i> Accounting Section
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	



## 6. Issuance of Service Records, Office Clearance and Contract of Service for Foreign Travel (Official/Personal)

This service is for the completion of travel documents required for local and foreign travel.

Office/Division:	Human Resource Management and Records Section (HRMRCS)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNRI Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished HRMRCS Request Form 11-001 (1 copy)	HRMRCS
Documents for Official Travel (All original plus 1 photocopy): <ul style="list-style-type: none"> <li>▪ Letter of Invitation from sponsoring agency/country</li> <li>▪ Nomination of the PNRI PDC with approved Memo of endorsement from the Director</li> <li>▪ Contract</li> </ul>	Given to End Users by Sponsors
Documents for Personal Travel <ul style="list-style-type: none"> <li>▪ 2 copies of Approved Leave Form</li> <li>▪ Letter of personal leave approved by the Director (Original and 1 Photocopy)</li> </ul>	HRMRCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the form	1. HRMRCS checks if all information needed are filled in the form	None	2 Minutes	<i>Administrative Assistant</i> HRMRCS
2. Submit complete requirements	2. Receives all requirements from client and verifies submitted requirements	None	5 Minutes	<i>Administrative Assistant</i> HRMRCS
3. Wait for the documents	3. Preparation of Administrative Clearance, Service record and Contract of service	None	2 Days	<i>Administrative Assistant</i> HRMRCS



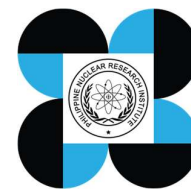
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4. Review/endorsement to Finance and Admin Office	None	1 Day	<i>Section Head</i> HRMRCS
5. Pick up documents from HRMRCS	5. Release of the documents	None	1 Day	<i>Administrative Assistant</i> HRMRCS
<b>TOTAL</b>		<b>None</b>	<b>4 Days, 7 Minutes</b>	

### 7. Collection of Payments and Deposits for Various PNRI Services

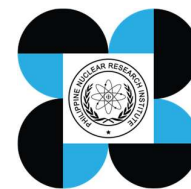
This process covers all activities from the issuance of Official Receipts to recording of payments received in the book of accounts for all the services rendered in accordance with the Commission on Audit and the Bureau of Treasury rules and regulations.

Office/Division:	Cash Section (CS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G - Government to Government
Who may avail:	PNRI Employees and Various clients from Food Industries, Hospitals, Corporation, attached agencies and etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Statement of charges (SOC) printed in two (2 copies)	Servicing Units, Accounting Section
Payment such as cash/company/manager's check/postal money order check (PMO)/LDDAP-ADA	Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose among the available payment method: a) <b>onsite payment</b> - Submit Statement of Charges to Cash Section as basis for the preparation of the Official Receipt b) <b>online transaction</b> – inform the service provider to receive link of payment and pay through online	a) Receives Statement of Charges (2 copies) and payment in cash/checks/ PMO checks  b) Generate Statement of Charges and electronic Official Receipt	None	5 Minutes	<i>Collection Officer or Alternate Head, Cash Section</i>
2. None	2.1 Verifies authenticity of the bills, count and re-count cash received to avoid overage/ shortage of payment as it is received  2.2 Verify company, manager's check or PMO check payment details including the account name, date, amount in figures and in words and the signature of approving authorities  2.3 Input and verify the correctness of details to the payment system	None	10 Minutes	<i>Collection Officer or Alternate Head, Cash Section</i>
3. None	3. Print Official Receipt in 3 copies (original, duplicate and triplicate copies)	None	3 Minutes	<i>Collection Officer or Alternate Head, Cash Section</i>



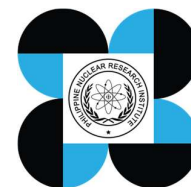
4. a) <b>onsite payment</b> - Official Receipt from Cash Section as proof of payment  b) <b>online transaction</b> – A confirmation of successful online payment transaction will be received by the client through email	4. a) Issue original Official Receipt to client as proof of payment for services rendered and other charges.  b) Generate e-Official Receipt for successful online payment transaction	None	2 Minutes	<i>Collection Officer Head, Cash Section</i>
5.None	5.1 Prepare Report of Collections and Deposit Slips for collections received after the cut-off period (3:00pm) 5.2 Deposit to Land Bank of the Phils. (LBP) all collections the following working day	None	None	<i>Collection Officer Head, Cash Section</i>
<b>TOTAL</b>		<b>None</b>	<b>20 Minutes</b>	

### 8. Disbursement of Checks/ADA Preparation

This process involves the check preparation, submission to Land Bank of the Philippines, and issuance of checks to clients.

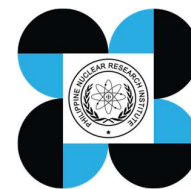
<b>Office/Division:</b>	Cash Section (CS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G - Government to Government
<b>Who may avail:</b>	PNRI Employees and Various clients from Food Industries, Hospitals, Corporation, attached agencies and others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement vouchers and supporting documents as approved by Accounting Section	Forwarded by the Accounting Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Verifies/checks if supporting documents are complete. Checks and verifies if Journal Entries are balance	None	20 Minutes	<i>Administrative Aide IV</i> Cash Section
2. None	2.1 Prepares stub for Check/ADA, Advice of Check Issued and Cancelled (ACIC), List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA)	None	2 Days	<i>Administrative Aide IV</i> Cash Section
	2.2 Records Check & ADA Number, amount and ACIC No. to Notice of Cash Allocation (NCA) Control Sheet to verify availability of cash in bank			<i>Administrative Officer V</i> Cash Section
3. None	3. Forward to Finance and Administrative Division (FAD) for signature of ACIC, LDDAP-ADA and Disbursement Vouchers	None	None	<i>Administrative Aide IV</i> Cash Section
4. None	4.1 Receives approved ACIC, LDDAP-ADA, Disbursement Vouchers and verifies for the completeness of signatures.	None	None	<i>Administrative Aide IV</i> / <i>Administrative Officer II</i> Cash Section
	4.2 Submits ACIC and LDDAP-ADA to Land Bank of the Philippines (LBP)			
5. Presentation of Authority to Collect, valid I.D.s for the collection of checks	5. Release of checks and issuance of validated LDDAP-ADA copy for bank transfers	None	None	<i>Administrative Aide IV</i> Cash Section
<b>TOTAL</b>		<b>None</b>	<b>2 Days, 20 Minutes</b>	





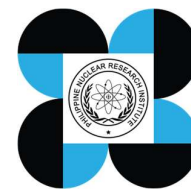
### 9. Request for Use of PNRI Vehicle

PNRI employees who wish to request for use of PNRI vehicle must submit a request form (as stated below) to the General Services Section (GSS), to approval of authorities and available of vehicle

Office/Division:	General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNRI Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FAD/GSS Form No. 1 - Request for Use of PNRI Vehicle (2 copies - 1 original, 1 duplicate)	GSS Office, FAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form	1. Receive and review form for completeness of details and signatures	None	5 mins. for receiving of request form; 30 mins. For checking of the availability of vehicle and signature of requesting personnel and Div. Chief concerned	<i>Project Technical Aide I</i> <i>Administrative Aide V</i> General Services Section
2. None	2. If vehicle is available, process the required form for scheduling and signature of Head, GSS	None	1 Hour (includes verification of availability of vehicle and driver)	<i>Project Technical Aide I</i> <i>Administrative Aide V</i> General Services Section

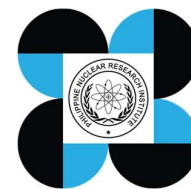


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. None	3. If vehicle is not available, prepare Form No. 2 (Certificate of No Available Vehicle) for signature of Head, GSS	None	1 Hour (depending on the availability of signatories)	<i>Project Technical Aide I</i> <i>Administrative Aide V</i> General Services Section
4. Receive approved Request Form or Certificated of No Available Vehicle	4. Record the approved Request Form or Certificate of No Available Vehicle and release to end-user	None	30 Minutes	<i>Project Technical Aide I</i> <i>Administrative Aide V</i> General Services Section
<b>TOTAL</b>		<b>None</b>	<b>3 Hours, 5 Minutes</b>	

#### 10. Request for Equipment/Materials Brought In/Out to PNRI

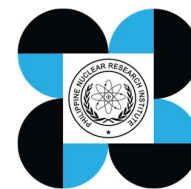
Contractors (winning bidder) who have contracted construction services with PNRI must accomplish and submit a request form indicated below for all equipment/materials to be brought in/out of PNRI for the implementation of infrastructure projects. Items listed in the said form must be inspected and signed by the guard on duty, and other signatories upon entry and before moving out of the compound.

Office or Division:	General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	PNRI Contractors



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FAD/GSS Form No. 3 - Equipment/Materials Brought to PNRI; or 2. FAD/GSS Form No. 4 - Equipment/Materials Brought Out of PNRI (in triplicate copies – 1 original, 2 duplicates)	GSS Office, FAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Required Form	<p>1. Receive and review form for completeness of details and signatures - Filled Out Form No. 3 must be checked and signed first by the security guard on duty, verified by GSS Staff and signed by Head, GSS/ESS</p> <p>-Filled Out Form No. 4 must be checked and signed by the security guard on duty before submission to GSS for verification and signature of signing authorities</p>	None	<p>For Form No. 3, 1 Hour upon receipt of form</p> <p>For Form No. 4, 1 Day upon receipt up to completion of action taken (1 hour upon receipt of form duly signed by the guard,</p> <p>1 Hour verification from records and signature of Head, GSS and 5 Hours</p>	Project Technical Aide I Administrative Aide V <i>Construction Foreman,</i> <i>Administrative Officer V</i> General Services Section



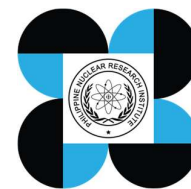
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			for signature of FAD Chief, depending on the availability of signatory	
2. Receive signed Form	2.1 Release signed Form – 1 copy signed of receiving authorized person for file/record of GSS records custodian	None	1 Hour after signature of Head, GSS	Project Technical Aide I Administrative Aide V <i>Construction Foreman, Administrative Officer V</i> General Services Section
<b>TOTAL</b>		<b>None</b>	<b>8 Hours</b>	

### 11. Request to Work during Weekends and Holidays

Contractors must submit a letter request addressed to the Director, PNRI thru channel indicating therein any valid reason for work during weekends and holidays. Said document shall be processed by the GSS Staff in-charged, for approval of duly authorized signatories.

Office/Division:	General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	PNRI Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FAD/GSS Form No. 5 - Request to Work During Weekends and Holidays (in triplicate copies – 1 original, 2 duplicates)	GSS Office, FAD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive and review for completeness of details – Letter must be received by the Records Custodian, PNRI and forward to the Director, down the line. The Construction Foreman shall process the documents, verify the applicability.	None	3 Days upon receipt of letter - 1 Day for verification of GSS Staff, listing of personnel involved for monitoring of the project;  1 Day coordination with the contractor's workers;  1/2 Day for preparation of documents and  3 Hours for signature of Div. Chiefs concerned, depending on availability of signatory.	<i>Science Aide (Contractual), Construction Foreman, General Services Section</i>
2. None	2. Fill Out the required Form No. 5 in triplicate copy with specific dates and forward to Engineering Section for personnel assignment and signature of authorized signatories	None	30 Minutes	<i>Construction Foreman, Administrative Officer V, Chief Administrative Officer General Services Section</i>
3. Receive approved request and filled out Form	3. Release approved request and filled out Form 1 copy received for filing at GSS	None	30 Minutes	<i>Science Aide (Contractual), Construction Foreman, General Services Section</i>
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	



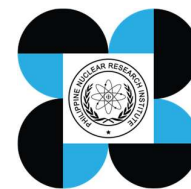
## 12. Request for Carpentry, Electrical/ Telephone and Plumbing Works

Requesting personnel must fill out the required form for carpentry, electrical/telephone and plumbing services with complete signature of Division Chief concerned before submission to the General Services Section for processing and approval for Chief, FAD.

Office/Division:	General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2B - Government to Government
Who may avail:	All PNRI Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FAD/GSS Form No. 6 (GSS Job Order Request Form) – Carpentry, Electrical/ Telephone and Plumbing Works (in 2 copies - 1 original, 1 duplicate)	GSS Office, FAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Required Form	1. Receive and review form for completeness of details and signatures	None	1 Day after receipt of call/JO for Emergency – 2 Hours from preparation to signature;  6 Hours for implementation; 5 Days after receipt of JO for scheduled (major repair) – 1 Day for JO processing and 4 Days for JO implementation	<i>Science Aide (Contractual), Administrative Aide V, Administrative Aide VI, Construction Foreman, Administrative Officer V</i> General Services Section  <i>Chief Administrative Officer</i> FAD Chief Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive signed Request Form	2. Release signed Request Form	None	None	<i>Science Aide (Contractual)</i> General Services Section
3. Forward signed form to Personnel in-charged for the activity	3. Implementation of requested job	None	1 Day for emergency case  5 Days for major repair	<i>Administrative Aide V, Administrative Aide VI, Construction Foreman,</i> General Services Section
<b>TOTAL</b>		<b>None</b>	<b>8 Hours</b>	

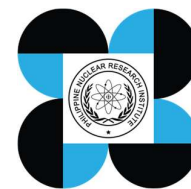
### 13. Request for Photocopying and Printing Services

Requesting personnel must accomplish the required form for photocopying/printing and submit to the printing office

Office/Division:	General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2B - Government to Government
Who may avail:	All PNRI Employees

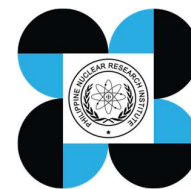
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FAD/GSS Form No. 7 (Photocopying/ Printing Request Form – 1 copy only)	GSS Office, FAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Required Form	1. Receive and review form for completeness of details and signatures (Print materials, book binding and photocopying)	None	Immediately for Emergency -	Project Technical Aide I Administrative Aide V <i>Construction Foreman, Administrative</i>



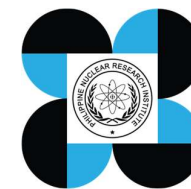
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			1 Minute for verification before implementation 1 Day for scheduled request  1 Minute verification 7 Hours for implementation up to release of printed materials depending on the volume/number of materials for printing/photocopying/book binding, etc/	<i>Officer V</i> General Services Section
2. Receive signed Form	2. Release signed Form	None	None	<i>Science Aide (Contractual)</i> General Services Section
3. Implementation	3. Implementation of job requested	None	30 Minutes	<i>Administrative Aide IV</i> General Services Section
<b>TOTAL</b>		<b>None</b>	<b>7 Hours, 31 Minutes</b>	





## Feedback and Complaint Mechanism

How to send feedback	<ul style="list-style-type: none"> <li>☞ Accomplish the Customer Feedback Form (CF-01) and submit to the office or laboratory where the service was rendered.</li> <li>☞ Send written feedback through e-mail to <a href="mailto:feedback@pnri.dost.gov.ph">feedback@pnri.dost.gov.ph</a>.</li> <li>☞ Call up telephone number (02) 8929-60-11 to 19 local 271</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>▪ Receives the Feedback Form filled-out by the customer</li> <li>▪ Discuss customer's feedback with the concerned section</li> <li>▪ The Division Chief, approves action to be taken and discusses customer's suggestion and comments in the management meeting for further action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>☞ Accomplish the Customer Feedback Form (CF-01) and submit to the office or laboratory where the services were rendered.</li> <li>☞ Send written feedback through e-mail to <a href="mailto:feedback@pnri.dost.gov.ph">feedback@pnri.dost.gov.ph</a></li> <li>☞ Call up telephone number (02) 8929-60-11 to 19 local 271</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>▪ The Concerned Division Chief will discuss the customer's complaint with concerned section and approves the action to be taken</li> <li>▪ Concerned section will take appropriate correction/corrective action. Refer to PM-PNRI-10-01 Corrective Action</li> <li>▪ Inform the customer and send feedback through written communication</li> </ul>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  : 1-ARTA (2782)  PCC : 8888  CCB : 0908-881-6565 (SMS)</p>



## List of Offices

Office	Address	Contact Information
Office of the Director	DOST-PNRI, Commonwealth Avenue, Diliman, Quezon City 1101	+63 2 8929-6011 to 19 loc.287 +63 2 8920-8738 caarcilla@pnri.dost.gov.ph
Office of the Deputy Director	DOST-PNRI, Commonwealth Avenue, Diliman, Quezon City 1101	+63 2 8929-6011 loc. 222 vsamson@pnri.dost.gov.ph
Chief, Finance and Administrative Division	DOST-PNRI, Commonwealth Avenue, Diliman, Quezon City 1101	+632 2 8929-6011 loc. 223 fad@pnri.dost.gov.ph
Chief, Atomic Research Division	DOST-PNRI, Commonwealth Avenue, Diliman, Quezon City 1101	+63 2 8929-6011 loc. 228 +63 2 8920-8765 avlucille@pnri.dost.gov.ph
Chief, Nuclear Regulatory Division	DOST-PNRI, Commonwealth Avenue, Diliman, Quezon City 1101	+63 2 8929-6011 loc. 244 +63 2 8920-8796 amborras@pnri.dost.gov.ph
Chief, Nuclear Services Division	DOST-PNRI, Commonwealth Avenue, Diliman, Quezon City 1101	+63 2 8929-6011 loc. 229 +63 2 8920-8784 pcbapbroa@pnri.dost.gov.ph
Chief, Technology Diffusion Division	DOST-PNRI, Commonwealth Avenue, Diliman, Quezon City 1101	+63 2 8929-6011 loc. 255 aelconjares@pnri.dost.gov.ph