



**FOREST PRODUCTS RESEARCH  
AND DEVELOPMENT INSTITUTE**

**CITIZEN'S CHARTER**

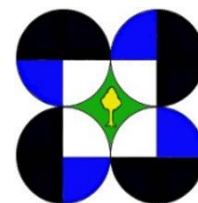
2019 (1<sup>st</sup> Edition)



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## I. **Mandate**

The Forest Products Research and Development Institute (FPRDI) is mandated to:

- Conduct applied research and development on forest products utilization based on the needs of the forest products-using and allied industries and the general public;
- Undertake the transfer of completed researches directly to the end user via linkage units of other government agencies; and
- Provide technical services and training to various clientele.

## II. **Vision**

A sustainable forest-based industry that is able to produce economically competitive and environment-friendly commodities that contribute to socio-economic development and support the disadvantaged sectors of society.

## III. **Mission**

To generate, improve and transfer appropriate technologies and information on the efficient utilization of forest-based products to make local industries more competitive in the domestic and global markets and to benefit the general public.

## IV. **Service Pledge**

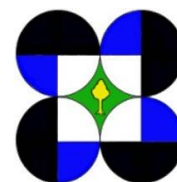
We commit to:

- Provide the highest standard of quality service within our resources and capabilities;
- Develop strategies to continually improve our services to meet our clients' utmost satisfaction;
- Attend to all clientele who are within FPRDI's premises prior to the end of official working hours and during lunch break.



## List of Services

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# **Technology Licensing and Promotion Section – Technical Services Division**

## **External Service**



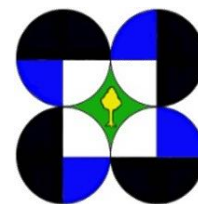
## 1. Guided Tour to FPRDI Facilities and Laboratories

Visitors' service and information assistance to industry groups, educational institutions, government and non-government organizations who wish to visit FPRDI and its facilities.

<b>Office/Division:</b>	Technology Licensing and Promotion Section (TLPS) – Technical Services Division (TSD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>▪ Letter of request (1 original)</li> <li>▪ List of visitors/participants in guided tour (1 original)</li> </ul>		<ul style="list-style-type: none"> <li>▪ Requesting party/client</li> <li>▪ Requesting party/client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/Send letter of request	1. Act on request; send official reply to request. Reply letter should contain initial	none	3 days	Science Research Specialist, TLPS - TSD



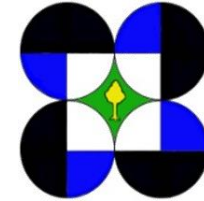
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	arrangements for the conduct of the guided tour			
2. On day of tour, register at Public Assistance and Complaints Desk (PACD)	2. Receive visitors and conduct briefing on FPRDI rules/policies for guided tours	n/a	40 mins	Science Research Specialist, TLPS - TSD
3. Tour of FPRDI laboratories/facilities	3. Guide/Tour visitors to laboratories/facilities requested	none	4 hours	Science Research Specialist, TLPS - TSD
4. Accomplish Customer Satisfaction Measurement (CSM) Form at PACD	4. Give CSM Form and retrieve it once completed	none	5 mins	Public Assistance and Complaints Desk Officer on duty
<b>Total</b>		none	3 days, 4 hours and 45 minutes	



**Human Resource Management Section –  
Finance and Administrative Division**

**Internal Service**

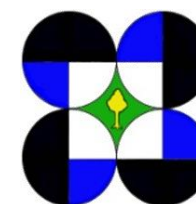




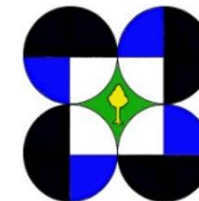
## 2. Provision of Certificate of Employment

The Certificate of Employment contains an employee's personal data, a description of the employees' position and work history. Upon request of employees, they will have the option to include or not include the details of their compensation. The certificate also includes the name, logo and contact information of the Institute.

<b>Office/Division:</b>	Human Resource Management Section (HRMS) – Finance and Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2G – for services whose client is another government agency, employee or official			
<b>Who May Avail:</b>	All (current and previous FPRDI employees)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
▪ Letter of request (1 original)		▪ Requesting party/client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get request form at HRMS and have it filled out.	1. Give request form for Certificate of Employment and retrieve it once completed by requesting party.	none	5 minutes	HRMS Staff
2. Wait for validation of requested information at HRMS	2. Retrieve 201 file of requesting party to validate information	none	30 minutes	HRMS Staff



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Wait for Certificate of Employment at HRMS	3. Print Certificate of Employment  3.1 Have Certificate of Employment signed by Chief, HRMS	none	15 minutes	HRMS Staff
4. Receive the Certificate of Employment from HRMS Staff	4. Release the Certificate of Employment to the requesting party	none	10 minutes	HRMS Staff
<b>TOTAL</b>		none	60 minutes	



### 3. Provision of Service Record

It contains an employee's personal data, a description of the employees' position and detailed work history. The certificate also includes the name, logo and contact information of the Institute.

<b>Office/Division:</b>	Human Resource Management Section (HRMS) – Finance and Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2G – for services whose client is another government agency, employee or official			
<b>Who May Avail:</b>	Current and previous FPRDI employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>▪ Accomplished request form for Certificate of Employment (1 original)</li> </ul>		<ul style="list-style-type: none"> <li>▪ Human Resource Management Section (HRMS)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get request form at HRMS and have it filled out.	1. Give request form for Service Record and retrieve it once completed by requesting party.	none	5 minutes	HRMS Staff
2. Wait for validation of requested information at HRMS	2. Find the 201 file of the requesting party to validate information	none	30 minutes	HRMS Staff

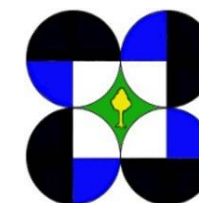


<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Wait for copy of Service Record at HRMS	3. Print copy of Service Record  3.1 Have copy of Service Record signed by Chief, HRMS	none	15 minutes	HRMS Staff
4. Receive the requested Service Record from HRMS Staff	4. Release the Service Record to the requesting party	none	10 minutes	HRMS Staff
<b>TOTAL</b>		none	60 minutes	



**Training and Manpower Development Section  
– Technical Services Division**

**External Service**



#### 4. Provision of Training and Other Manpower Development Services

Skills training, technology demonstrations and technical seminars for the improvement and upgrading of technological capabilities of the forest-based and allied industries.

<b>Office/Division:</b>	Training and Manpower Development Services Section (TMDSS) – Technical Services Division (TSD)			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
▪ Letter of request (1 original)		▪ Requesting party/client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Formalize request for the conduct of training, by sending letter request	1. Write official reply to request	none	3 days	Chief, TMDSS-TSD



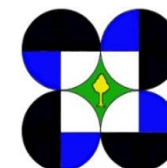
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Engage in series of coordination with the Chief, TMDSS – TSD and assigned staff	2. Coordination with client on the venue, schedule and other logistical requirements for the activity, either thru email or phone call	none	3 days after the date and venue of the activity have been agreed upon by FPRDI and client/s	Chief, TMDSS-TSD  Staff, TMDSS-TSD
3. On scheduled date of conduct of the requested activity, facilitate the conduct of the activity by ensuring that all requirements agreed upon are provided, including the safety of the training team	3. Facilitate and manage the conduct of the requested activity	PHP 10,000 (training fee)	5 days	Staff, TMDSS - TSD
<b>Total</b>		PHP 10,000	11 days	



**Communication Materials Production and  
Library Services – Technical Services  
Division**

**External Service**





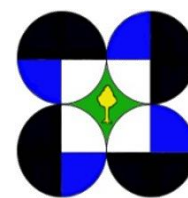
## 5. Sale of Publications

Sale of publications on forest products utilization produced by the Forest Products Research and Development Institute (FPRDI)

<b>Office/Division:</b>	Communication Materials Production and Library Services Section (CMPLSS) – Technical Services Division (TSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>▪ Identification card (1)</li> </ul>			<ul style="list-style-type: none"> <li>▪ Any government office/school/private business where client is an employee or student</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at Public Assistance and Complaints Desk (PACD)	1. Direct client to CMPLSS	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty
2. Order publication(s) at CMPLSS, wait for and receive Order of Payment	2. Fill-up Publications Sales Logbook and prepare Order of Payment	none	15 mins	Science Research Specialist, CMPLSS - TSD

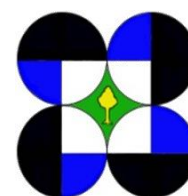


<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Pay for publication at Cashier's Office	3. Receive client's payment and issue Official Receipt	See Table below	5 minutes	Cashier
4. Return to CMLSS, present Official Receipt and claim item(s) purchased	4. Get copy of Order of Payment and give purchased item(s) to client	none	2 minutes	Science Research Specialist, CMLSS - TSD
5. Accomplish Customer Satisfaction Measurement (CSM) Form and log out at PACD	5. Give CSM Form and retrieve it once completed	none	3 mins	PACDO on duty
Total		See Table below for prices of FPRDI publications	28 minutes	



## PRICES OF FPRDI PUBLICATIONS FOR SALE

	<b>Price, PHP</b>
<ul style="list-style-type: none"> <li>▪ Forest Products Technoflow Series</li> </ul>	
# 4 High Pressure Sap Displacement	30.00 each
#10 Solid Wood Bending	
#11 Hollow Blocks from Ricehull Ash Cement	
#16 Finishing Facilities	
#18 Rattan Preservation	
#19 Bamboo Preservation	
#12 Charcoal Briquettes from Agriforest Wastes (revised)	60.00 each
#14 Furnace-type Lumber Dryer (revised)	
#15 Fundamentals of Handmade Papermaking	
#17 Cement-bonded Boards (revised)	
<ul style="list-style-type: none"> <li>▪ FPRDI Trade Bulletin Series</li> </ul>	
# 3 Philippine Woods for Musical Stringed Instruments	20.00 each
# 5 Philippine Woods Suitable for Kraft Pulping Process	
# 6 Volumetric Shrinkage Characteristics of Philippine Woods	
# 4 Strength Grouping of Philippine Woods	40.00 each
# 7 Relative Density of Philippine Woods	
# 8 Philippine Woods for Decorative Veneers and Plywood	
# 9 Physical & Strength Properties of Climbing Bamboo	
<ul style="list-style-type: none"> <li>▪ Technical Information (leaflets)</li> </ul>	15.00 each
Yemane, Bagras, Mangium, Moluccan sau, Gubas, Big-leafed Mahogany, Kaatoang bangkal, Malapapaya	
River red gum, Giant ipil-ipil, Para rubber	30.00 each
<ul style="list-style-type: none"> <li>▪ Revised Lexicon of Philippine Trees</li> </ul>	400.00
<ul style="list-style-type: none"> <li>▪ Botanical Identification Handbook of Philippine Dipterocarps</li> </ul>	250.00
<ul style="list-style-type: none"> <li>▪ Anatomical Identification Handbook of Philippine Dipterocarps</li> </ul>	220.00
<ul style="list-style-type: none"> <li>▪ Botanical Identification Handbook of Philippine Mangrove Tree Species</li> </ul>	300.00
<ul style="list-style-type: none"> <li>▪ Philippine Dye-Producing Plants Handbook</li> </ul>	300.00

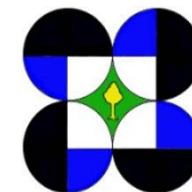


▪ Philippine Woods	360.00
▪ Philippine Timber Species	100.00
▪ Philippine Erect Bamboos: A Field ID Guide	300.00
▪ Identification Manual on Philippine Climbing Bamboos	220.00
▪ Monograph on Production and Utilization of Philippine Bamboos	200.00
▪ Abstracts on Bamboo: FPRDI & ERDB Studies	110.00
▪ Pagsugpo sa mga Amag at Insekto ng Kawayan	65.00
▪ Utilization, Collection and Trade of Tropical Nonwood Forest Products in the Philippines	
Part I. Resource Survey	200.00
Part II. Collection, Processing and Trade	200.00
▪ Protection and Preservation Manual for Bamboos, Rattan, Vines and Twigs	220.00
▪ Identification Handbook of Philippine Bast Fiber-producing Plants	380.00
▪ Handmade Papermaking in the Philippines	350.00
▪ Philippine Raw Material Sourcebook Vol. 1	400.00
▪ Philippine Raw Material Sourcebook Vol. 2	400.00
▪ Philippine Raw Material Sourcebook Vol. 3	400.00
▪ Philippine Raw Material Sourcebook Vol. 4	400.00
▪ Builder's Manual on Woodwool Cement Boards	450.00
▪ Manufacturer's Guide to Woodwool Cement Boards	450.00
▪ National CBB Industry Forum Proceedings	125.00
▪ WWCB Standards Preparation Meeting Proceedings	125.00



# **Anatomy and Forest Botany Section – Material Science Division**

**External Service**



## 6. Sale of Wood Samples

Sale of samples of different tree/wood species

<b>Office/Division:</b>	Anatomy and Forest Botany Section (AFBS) – Material Science Division (MSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification card (1)		Any government office/school/private business where client is an employee or student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at Public Assistance and Complaints Desk (PACD)	1. Direct client to AFBS	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty
2. Order wood sample(s) at AFBS – MSD, wait for and receive Order of Payment	2. Fill-up Wood Sample Sales Logbook and prepare Order of Payment	none	15 minutes	AFBS-MSD Staff



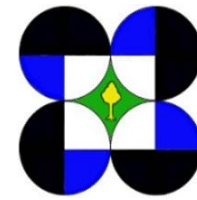
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Pay for wood sample(s)  3.1 Return to AFBS-MSD and wait for samples to be prepared	3. Receive client's payment and issue Official Receipt  3.1 Prepare wood sample(s)	Php 20.00 per sample	5 minutes	Cashier  AFBS-MSD staff
4. Present Official Receipt and claim item(s) purchased	4. Get copy of Order of Payment and give purchased items to client	none	2 minutes	AFBS-MSD Staff
5. Accomplish Customer Satisfaction Measurement (CSM) Form and log out at PACD	5. Give CSM Form and retrieve it once completed	none	3 mins	PACDO on duty
<b>Total</b>		Php 20.00 x number of samples	28 minutes	



**Communication Materials Production and  
Library Services – Technical Services  
Division**

**External Service**

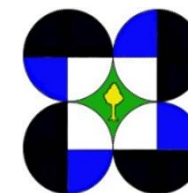




## 7. Scientific Library and Information Services

Scientific Library is the depository of research and development and technology transfer accomplishments on forest products utilization of FPRDI. It also is the depository of information from allied fields such as forestry, economics, etc. The Library renders information assistance to FPRDI researchers and external customers.

<b>Office/Division:</b>	Communication Materials Production and Library Services Section (CMPLSS) – Technical Services Division (TSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification card (1)		Any government office/school/private business where client is an employee or student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at Public Assistance and Complaints Desk (PACD)	1. Direct client to Library	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty

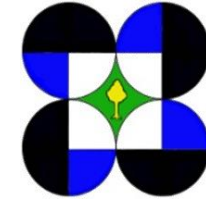


<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. At Library, search for query/ies in Online Public Access Catalogue (OPAC) and submit to Library staff for retrieval  2.1 Wait for delivery of requested information material	2. Orient on how to use OPAC and other available online databases  2.1 Retrieve needed materials	none	30 minutes	CMPLSS - TSD Staff
3. Do research	3. Attend to further inquiries/need for materials of client	none	Depends on nature of research being done	CMPLSS - TSD Staff
4. Accomplish Customer Satisfaction Measurement (CSM) Form and log out at PACD	4. Give CSM Form and retrieve it once completed	none	3 mins	PACDO on duty
<b>Total</b>		none	33 minutes + time needed to complete research	



**Solid Products Development Section -  
Technology Innovation Division**

**External Service**



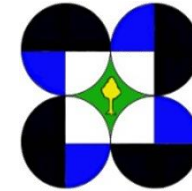
## 8 Technical Assistance and Consultancy Services: Kiln Drying Services

Drying of any species of lumber with minimum thickness of 25 mm (1 inch) to desired moisture content specified by the customer

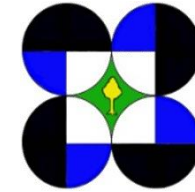
<b>Office/Division:</b>	Solid Products Development Section - Technology Innovation Division (TID)			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>▪ Proof of origin of lumber/log to be sawn (1 original and 1 photocopy)</li> <li>▪ Transport permit (1 original and 1 photocopy)</li> <li>▪ Inventory of lumber to be dried to include species, number of pieces, diameter and length (1 original and 1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>▪ DENR (CENRO/PENRO)/Hardware/Lumberyard</li> <li>▪ DENR (CENRO/PENRO)/Hardware/Lumberyard</li> <li>▪ DENR (CENRO/PENRO)/Hardware/Lumberyard</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write letter request for drying services to the Director, FPRDI	1. Act on request; if approved, set schedule for drying	none	3 days	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. On day of schedule, register at Public Assistance and Complaints Desk	2. Direct client to Wood Machining and Seasoning Unit, SPDS - TID	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty
3. Bring lumber to Wood Machining and Seasoning Unit, SPDS - TID 3.1 Unload lumber	3. Receive lumber and conduct inventory of lumber to be dried  3.1 Prepare Job Contract and Order of Payment	none	3 hours	Technical Staff – Wood Machining and Seasoning Unit, SPDS – TID
3. Pay fees for kiln drying services at Cashier's Office	4. Receive payment and prepare Official Receipt	PHP 8,000.00 x load (1,000 board feet per load)	5 minutes	Cashier
4. Wait for notice from FPRDI that drying is completed	5. Perform drying operations  5.1 Inform customer that drying has been completed	none	15 days (Dry to final moisture content of 12%)	Technical Staff – Wood Machining and Seasoning Unit, SPDS – TID



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Retrieve/Haul back dried lumber from Wood Machining and Seasoning Unit, SPDS - TID	6. Unload lumber from dryer  6.1 Prepare and issue Article Pass	none	2 hours	Technical Staff – Wood Machining and Seasoning Unit, SPDS – TID
6. Accomplish Customer Satisfaction Measurement (CSM) Form and log out at PACD	7. Give CSM Form and retrieve it once completed	none	3 mins	PACDO on duty
<b>Total</b>		PHP 8,000 per 1,000 board feet	18 days, 5 hours and 11 minutes	



## 9. Technical Assistance and Consultancy Services: Machining Services

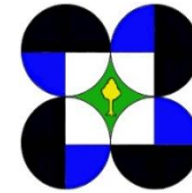
Machining of lumber with 4 sides planed (S4S) and cut to desired width and length

<b>Office/Division:</b>	Solid Products Development Section - Technology Innovation Division (TID)			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>▪ Proof of origin of lumber/log to be sawn (1 original and 1 photocopy)</li> <li>▪ Transport permit (1 original and 1 photocopy)</li> <li>▪ Inventory of lumber to be machined to include species, number of pieces, diameter and length (1 original and 1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>▪ DENR (CENRO/PENRO)/Hardware/Lumberyard</li> <li>▪ DENR (CENRO/PENRO)/Hardware/Lumberyard</li> <li>▪ DENR (CENRO/PENRO)/Hardware/Lumberyard</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write letter request for wood machining services to the Director, FPRDI	1. Act on request; if approved, set schedule for machining	none	3 days	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. On day of schedule, register at Public Assistance and Complaints Desk	2. Direct client to Wood Machining and Seasoning Unit, SPDS - TID	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty
3. Bring lumber to Wood Machining and Seasoning Unit, SPDS - TID and provide list of final dimensions of lumber to be machined	3. Receive lumber and inspect if rough lumber submitted will meet the requirements of the customer based on the final dimensions required 3.1 Prepare Job Contract and Order of Payment	none	1 hour	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID
4. Pay fees for machining services	4. Receive payment and prepare Official Receipt	PHP 8.00 x number of board feet to be machined	5 minutes	Cashier
5. Wait for notice from FPRDI that machining is completed	5. Perform machining operations	none	4 minutes per board foot	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID

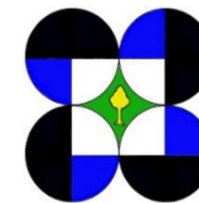




CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.1 Inform customer that machining has been completed			
6. Retrieve/Haul back machined lumber	6. Issue Article Pass to release the lumber machined	none	30 minutes	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID
7. Accomplish Customer Satisfaction Measurement Form at PACD	7. Give CSM Form and retrieve it once completed	none	3 minutes	PACDO on duty
Total		PHP 8.00 x number of board feet machined	3 days, 1 hour, 41 minutes + (4 minutes x number of board feet machined)	



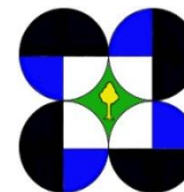
**Chemistry and Biotechnology Section -  
Material Science Division  
External Service**



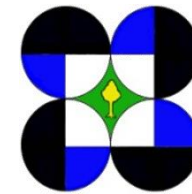
## 10. Technical Assistance and Consultancy Services: Phytochemical Screening of Plant Extracts

Phytochemicals are bioactive compounds produced by plants that may have pharmacological or toxicological effects in man and animals. Phytochemical screening refers to the qualitative test to detect the presence or absence of phytoconstituents such as flavonoids, tannin, alkaloids, saponins, terpenoids, steroids and cardiac glycosides in the plant extracts.

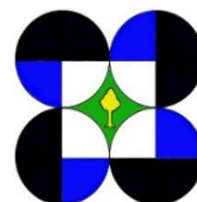
<b>Office/Division:</b>	Chemistry and Biotechnology Section (CBS), Material Science Division (MSD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business	
<b>Who May Avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Sample, crude extract or ethanolic extract from 300 grams plant material</li> <li>2. Nitrile gloves (1 box/group)</li> <li>3. Face masks (1 box/group)</li> <li>4. Dish washing liquid (500 ml/group)</li> <li>5. 2.5 liters ethanol (AR)</li> </ol>	<ol style="list-style-type: none"> <li>1. Client supplied</li> <li>2. Client supplied/Supplier of laboratory supplies</li> <li>3. Client supplied/Supplier of laboratory supplies</li> <li>4. Client supplied/Grocery store</li> <li>5. Client supplied/Supplier of chemicals/lab supplies</li> </ol>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at Public Assistance and Complaints Desk	1. Direct client to Chemistry and Biotechnology Section (CBS) - MSD	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty
2. Discuss analysis required with concerned technical personnel of the CBS-MSD  2.1 Fill out Assistance Request Form (ARF)	2. Discuss with client analysis required and if assistance can be provided, prepare Assistance Request Form (ARF)  2.1 Retrieve Assistance Request Form and inform client on date of completion	none	30 minutes	Staff CBS - MSD
3. Wait for results of analysis	3. Perform phytochemical screening required	none	10 days	Staff CBS - MSD
4. Get result from CBS-MSD on the agreed date of completion	4. Provide test results	none	5 minutes	Staff CBS - MSD



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Accomplish Customer Satisfaction Measurement Form at PACD	5.. Give CSM Form and retrieve it once completed	none	3 minutes	PACDO on duty
<b>Total</b>		none	10 days 41 minutes	



**Solid Products Development Section -  
Technology Innovation Division  
External Service**



## 11. Technical Assistance and Consultancy Services: Sawmilling Services

Sawmilling of logs into lumber using the portable sawmill (Woodmizer) with final dimensions based on the requirements of the client

<b>Office/Division:</b>	Solid Products Development Section - Technology Innovation Division (TID)			
<b>Classification:</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Proof of origin of lumber/log to be sawn (1 original, 1 photocopy)</li> <li>2. Transport permit (1 original, 1 photocopy)</li> <li>3. Inventory of logs to be sawn to include species, number of pieces, diameter and length (1 original and 1 photocopy)</li> </ol>		<ol style="list-style-type: none"> <li>1. DENR (CENRO/PENRO)/Hardware/Lumberyard</li> <li>2. DENR (CENRO/PENRO)/Hardware/Lumberyard</li> <li>3. DENR (CENRO/PENRO)/Hardware/Lumberyard</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write letter request for sawmilling services to the Director, FPRDI	1. Act on request; if approved, set schedule for sawing	none	3 days	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID

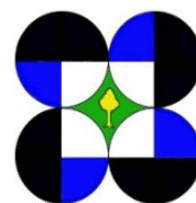


<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. On day of schedule, register at Public Assistance and Complaints Desk (PACD)	2. Direct client to Wood Machining and Seasoning Unit, SPDS - TID	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty
3. Bring logs to Sawmill area and provide final list of dimensions of lumber to be recovered during sawing	3. Receive logs and inspect if volume submitted will meet the requirements of the customer based on the final dimensions required 3.1 Prepare Job Contract and Order of Payment	none	60 minutes	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID
4. Pay fees for sawmilling	4. Receive payment and prepare Official Receipt	PHP 12.00 x number of board feet to be sawn	5 minutes	Cashier
5. Wait for notice from FPRDI that sawing is completed	5. Perform sawing operations	none	200 board feet per hour	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID

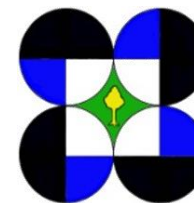




CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.1 Inform customer that sawing has been completed			
6. Haul back sawn lumber from Wood Machining and Seasoning Unit, SPDS - TID	6. Issue Article Pass to release the lumber sawn	none	60 minutes	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID
7. Accomplish Customer Satisfaction Measurement Form at PACD	7. Give CSM Form and retrieve it once completed	none	3 minutes	PACDO on duty
Total		PHP 12.00 x number of board feet sawn	3 days, 2 hours, 11 minutes + (0.3 x number of board feet sawn)	



**Material Science Division and  
Technology Innovation Division  
External Service**



## 12. Technical Assistance and Consultancy Services: Thesis Assistance

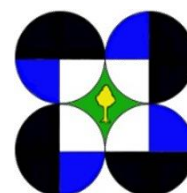
Assistance to junior and senior high school and college students in the conduct of their thesis, special problems and other science-based projects required as a prerequisite for graduation or as a course requirement

<b>Office/Division:</b>	Technology Innovation Division (TID) and Material Science Division (MSD)	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who May Avail?</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Project/Study proposal (1 copy)</li> <li>2. Memorandum of Agreement, notarized (3 copies original)</li> <li>3. Materials, including chemicals, to be used for the study/project to be conducted, specific type of material and quantities to be determined during proposal discussion</li> <li>4. Appropriate personal protective equipment (e.g. chemical-resistant gloves, gas mask, protective apron) (1 set per student)</li> </ol>	<ol style="list-style-type: none"> <li>1. Client provided</li> <li>2. TID/MSD and client</li> <li>3. Client provided/Chemical/Laboratory supplies store</li> <li>4. Client provided/Chemical/Laboratory supplies store</li> </ol>





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay thesis assistance fee at Cashier's Office	3. Receive payment and issue Official Receipt	PHP 500.00	5 minutes	Cashier
4. Proceed to designated laboratory on scheduled date of assistance and perform needed activities	4. Assist client in the conduct of thesis/ project	None	7 days	Technical staff MSD/TID
5. If product of thesis/ special problem needs testing, submit samples to OneLab for testing	<b>Note:</b> See procedure for Testing Services	See attached Schedule of Fees	25 minutes	Customer Relations and Receiving Officer (CRRO) - OneLab
6. Accomplish Customer Satisfaction Measurement Form at PACD	6.. Give CSM Form and retrieve it once completed	none	3 minutes	PACDO on duty
Total		PHP 500.00	8 days, 1 hour and 36 minutes	

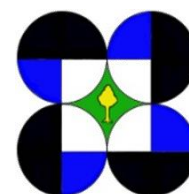


## Schedule of Fees for Testing and Technical Services

Specific Test/Measurement/Service	PHP
<b>WOOD AND HERBARIUM IDENTIFICATION</b>	
SEM Analysis	
Regular rate	3,100.00
Student rate	2,400.00
Fiber analysis	3,000.00
Wood identification	450.00
Herbarium identification	450.00
<b>PRESERVATION AND PROTECTION</b>	
Identification of decay/stain (per species)	1,500.00 to 2,500.00
<b>HOUSING AND CONSTRUCTION</b>	
Concrete hollow block test	260.00/sample
Concrete cylinder test	275.00/sample
Pre-fabricated wall testing	875.00/sample
Machine or stress grading of lumber	875.00/sample
Physical and mechanical properties	
Static bending	450.00
Compression parallel to grain	450.00
Compression perpendicular to grain	450.00
Shear	360.00
Hardness	360.00
Nail withdrawal	445.00
Screw withdrawal	450.00
Spike holding	540.00
Tension parallel to grain	350.00
Toughness	250.00
Moisture determination	315.00
Relative density	315.00
Water absorption	360.00
Thickness swelling	360.00
Shrinkage	385.00
Flexural test of concrete panel board	1,500.00
Flexural test of concrete/composite board	450.00
Full-size bending test	875.00/sample

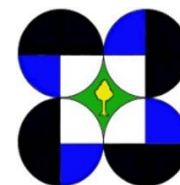


<b>ADHESIVES, SEALANTS AND COATINGS</b>	
▪ Adhesive Tests	
Moisture content	360.00
Specific gravity	360.00
Viscosity	350.00
Total solids	490.00
pH	170.00
Formaldehyde emission	
ASTM D 5582-94	3,670.00
ISO	4,830.00
JIS	3,180.00
Volatile matter	490.00
▪ Wood Finishing Test	
Laboratory testing (For laboratory testing, three lattice cuts are made into the sample [PHP 70/cut, thus P 70 x 3 = P 210])	70.00/cut
On-site/Field testing (For field or on-site testing, X-cut is made into the surface [P 70/cut], other expenses that may be incurred charged to the client, e.g. transportation expenses. The recommended number of cuts per type of finish and/or sample is minimum of 3)	70.00/cut
<b>PALLETS AND RELATED STRUCTURE</b>	
Comp. pallet	1,200.00
Bending test of pallet	1,200.00
Certification of pallet testing	2,000.00
<b>BIOMASS ENERGY</b>	
Heating value	1,320.00
Proximate chemical analysis	1,660.00



<b>PULP, PAPER AND PAPER BOARD</b>	
▪ Physical Properties	
Shear strength	750.00
Tear strength	1,970.00
Tensing strength	630.00
Tensing strength	1,920.00
Grammage/Basis weight	630.00
Thickness	630.00
Density	630.00
Brightness (ISO)	910.00
Opacity (ISO)	910.00
Dirt count*	1,460.00
Dirt count	265.00
Edgewise crush test	630.00
Flat crush test	630.00
Ring crush test	630.00
CMT – concura fluting	1,330.00
Burst strength (board)	630.00
Burst strength (paper)	630.00
Burst strength (board )	1,250.00
Burst strength (paper)	1,165.00
Folds **	265.00
Folds***	500.00
Determination of water absorptiveness	265.00
Oil penetration	265.00
▪ Chemical Properties	
Moisture content*	245.00
Ash content*	320.00
Hot water extractives	520.00
1% NaOH solubility	645.00
Ethanol – cyclohexane extractives	1,430.00
Lignin	735.00
Holocellulose	955.00
Alpha, beta & gamma cellulose	1,410.00
pH	170.00





<b>WOOD AND NON-WOOD MATERIALS (NATURAL PRODUCTS)</b>	
Moisture content*	245.00
Ash content*	320.00
Hot water extractives	520.00
1% NaOH solubility	645.00
Ethanol – cyclohexane extractives	1,430.00
Lignin	735.00
Holocellulose	955.00
Alpha, beta & gamma cellulose	1,410.00
Starch content **	490.00
Tannin content**	435.00
Total sugars**	400.00
Total carbohydrates**	400.00
▪ Fats and Oils	
Specific gravity	265.00
Saponification number*	430.00
Iodine number (Wijs Method)*	1,220.00
Peroxide value	685.00
Free fatty acid number	480.00
▪ Other Tests/Services	
FTIR Spectral Analysis	1,100.00
DSC Thermal Analysis	1,200.00
TGA Thermal Analysis	1,400.00
Phytochemical screening	300.00 (may vary)

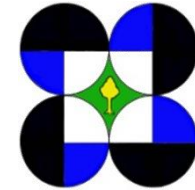
\*Fee per phytochemical component

\*Minimum of 2 samples per test

\*\*Minimum of 3 samples per test



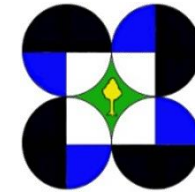
**Engineered Products Development Section -  
Technology Innovation Division  
External Service**



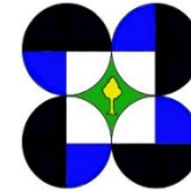
### 13. Technical Assistance and Consultancy Services: Thesis Assistance on Composite Boards Production

Assistance to junior and senior high school and college students in the conduct of their thesis, special problems and other science-based projects required as a prerequisite for graduation or as a course requirement

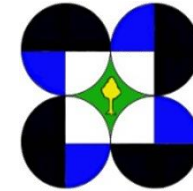
<b>Office/Division:</b>	Engineered Products Development Section (EPDS), Technology Innovation Division (TID)	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who May Avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Project/Study proposal (1 original)</li> <li>2. Memorandum of Agreement, notarized (3 copies, all original)</li> <li>3. Materials:               <ol style="list-style-type: none"> <li>a.. Raw material</li> <li>b. Binder/adhesive to be used</li> <li>c. Permanent markers, 3 colors</li> <li>d. Copy paper, 80 gsm, A4 size, 30 pieces</li> <li>e. Chemical resistant gloves, 1 pair per student</li> <li>f. Dust/gas mask, 1 piece per student</li> <li>g. Protective apron, 1 piece per student</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Client provided</li> <li>2. EPDS – TID and client</li> <li>3. Client provided</li> </ol>



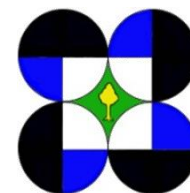
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at Public Assistance and Complaints Desk (PACD)	1. Direct client to EPDS - TID	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty
2. Discuss project proposal with concerned technical personnel of EPDS-TID	2. Discuss with client nature of proposal and requirements. If assistance can be provided, prepare Assistance Request Form (ARF)	none	60 minutes	Technical staff, EPDS - TID
2.1 Fill out Assistance Request Form (ARF)	2.1 Prepare Memorandum of Agreement (MOA) for conduct of study			
2.2 Have MOA signed and notarized by Notary Public	2.2 Prepare Order of Payment		1 day	
2.3 Get schedule for conduct of study	2.3 Set schedule for conduct of study			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay thesis assistance fee and fee for production of boards at Cashier's Office	3. Receive payment and issue Official Receipt	PHP 500.00 (thesis assistance fee)  PHP 3,500 for production of 6 boards + PHP 500 per additional board in excess of 6 boards to be produced	5 minutes	Cashier
4. Proceed to designated laboratory on scheduled date of assistance and perform needed activities	4. Assist client in the conduct of thesis/ project	None	10 days	Technical staff EPDS - TID
5. If product of thesis/ special problem needs testing, submit samples to OneLab for testing	<b>Note:</b> See procedure for Testing Services	See attached Table on Schedule of Fees	5 days	Customer Relations and Receiving Officer (CRRO) - OneLab



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Accomplish Customer Satisfaction Measurement Form	6.. Give CSM Form and retrieve it once completed	none	3 minutes	PACDO on duty
Total		PHP 500.00 (thesis assistance fee)  PHP 3,500 for production of 6 boards + PHP 500 per additional board in excess of 6 boards to be produced	11 days, 1 hour and 11 minutes	



## Schedule of Fees for Testing and Technical Services

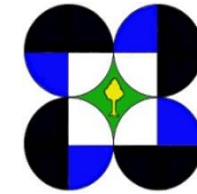
Specific Test/Measurement/Service	PHP
<b>COMPOSITES</b>	
▪ Plywood Tests	
Type I Marine or Exterior Plywood	12,645.00
Thickness Test	870.00
Moisture Content	3,970.00
Shear & Wood Failure Test	7,805.00
Phenolic-film Faced Plywood	12,645.00
Type II or Interior Plywood	10,015.00
Thickness Test	870.00
Moisture Content	3,970.00
Delamination	5,175.00
Blockboard or Plywood	10,015.00
▪ Composite Product Tests	
Density	170.00
Moisture content	286.00
Modulus of Rupture (dry)	288.00
Modulus of Elasticity (dry)	288.00
Modulus of Rupture (wet)	325.00



# **One Laboratory Receiving and Releasing Office**

## **External Service**





## 14. Testing Services

Testing services for forest-based products based on ISO and other certified standards to ensure that products meet quality requirements for a particular product; also includes identification/authentication of wood species based on submitted wood or leaf samples.

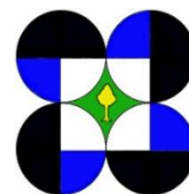
<b>Office/Division:</b>	One Laboratory Receiving and Releasing Office	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government	
<b>Who May Avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. For plywood testing, request from the Bureau of Product Standards (1 original and 1 photocopy)</li> <li>2. Sample/Product to be tested               <ol style="list-style-type: none"> <li>2.1 For plywood testing, ten (10) pieces plywood</li> <li>2.2 For furniture testing, one (1) unit furniture to be tested</li> <li>2.3 For heating value and proximate chemical analysis, minimum 100 grams of carbonized material</li> <li>2.4 For wood/herbarium identification, one (1) sample per species to be identified/ authenticated</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Bureau of Product Standards</li> <li>2. Client provided</li> </ol>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at Public Assistance and Complaints Desk (PACD)	1. Direct client to One Laboratory Receiving and Releasing Office (RRO)	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty
2. Submit samples for testing	2. Receive samples 2.1 Inspect samples 2.2 Prepare Order of Payment	none	25 minutes	RRO Staff
3. Pay testing fee at Cashier's Office	3. Receive payment  3.1 Prepare Job Order	See Table below for Schedule of Fees for Testing and Technical Services	10 mins	Cashier  RRO Staff
4. Return to RRO and present Order of Payment and Official Receipt 4.1 Get copy of Job Order 4.2 Wait for notice to pick up test report (if to be picked up)	4. Note details of Official Receipt and get copy of Order of Payment  4.1 Give client copy of Job Order 4.2 Forward samples to concerned unit for conduct of test	none	10 minutes	RRO Staff

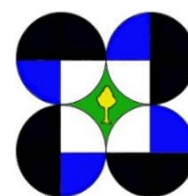


<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	4.3 Conduct tests		5 days	Technical staff of concerned laboratory/unit
5. Get test results from RRO on scheduled date	5. Give test results	none	10 minutes	RRO Staff
6. Accomplish Customer Satisfaction Measurement (CSM) Form at PACD	6. Give CSM Form and retrieve it once completed	none	3 mins	Public Assistance and Complaints Desk Officer on duty
		See Table below for Schedule of Fees for Testing and Technical Services	5 days and 61 minutes	

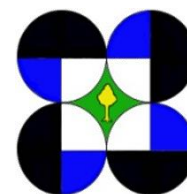


## Schedule of Fees for Testing and Technical Services

Specific Test/Measurement/Service	PHP
<b>WOOD AND HERBARIUM IDENTIFICATION</b>	
SEM Analysis	
Regular rate	3,100.00
Student rate	2,400.00
Fiber analysis	3,000.00
Wood identification	450.00
Herbarium identification	450.00
<b>TIMBER/WOOD PROCESSING</b>	
▪ Sawmilling	
High density wood	7.50/bd ft
Low density wood	5.50bd ft
▪ Kiln drying	
25 mm thick	5,000.00
50 mm thick	8,000.00
<b>PRESERVATION AND PROTECTION</b>	
Pole Bending and Treatability Tests	
Pole bending tests*	
25 ft	7,000.00
30 ft	8,500.00
35 ft	9,500.00
40 ft	10,500.00
45 ft	11,500.00
50 ft	12,500.00
Treatability (4 ft long)**	25,000.00
* At least 3 samples each	
** Full cell process at 30-1-30, No. of specimens – 5 anchor logs (250 mm diameter x 1.22 meters long)	
Evaluation of fungicide/preservative	124,740.00
Evaluation of fungicide/preservative on freshly cut/sawn timber	206,640.00
Biological study	109,620.00
Accelerated text on natural decay	123,060.00



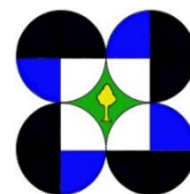
Specific Test/Measurement/Service	PHP
Identification of decay/stain (per species)	1,500.00 to 2,500.00
Evaluation of natural resistance	
a. Against subterranean termites	68,355.00
b. Against powder-post beetles	194,250.00
Evaluation of preservatives	
a. Field/Graveyard	
Against dry wood termite	236,250.00
Against subterranean termite	562,380.00
Against powder post beetle	236,250.00
Against ambrosia beetles	234,180.00
Accelerated laboratory test	
Against dry wood termite	204,750.00
Against subterranean termite	131,040.00
Against powder post beetle	215,250.00
Against ambrosia beetles	139,020.00
Topical application	68,355.00
<b>HOUSING AND CONSTRUCTION</b>	
Concrete hollow block test	260.00/sample
Concrete cylinder test	275.00/sample
Pre-fabricated wall testing	875.00/sample
Machine or stress grading of lumber	875.00/sample
Physical and mechanical properties	
Static bending	450.00
Compression parallel to grain	450.00
Compression perpendicular to grain	450.00
Shear	360.00
Hardness	360.00
Nail withdrawal	445.00
Screw withdrawal	450.00
Spike holding	540.00
Tension parallel to grain	350.00
Toughness	250.00
Moisture determination	315.00
Relative density	315.00
Water absorption	360.00



Specific Test/Measurement/Service	PHP
Thickness swelling	360.00
Shrinkage	385.00
Flexural test of concrete panel board	1,500.00
Flexural test of concrete/composite board	450.00
Full-size bending test	875.00/sample
<b>FURNITURE</b>	
Strength and Durability Test Level 3 - <i>BS EN 1725:1998</i>	10,500.00
Strength and Durability Level 5 - <i>ISO 7173:2006</i>	31,500.00
Transit Testing – <i>ISTA 1A &amp; 1B</i>	5,000.00
Strength and Durability Level 3 - <i>BS EN 15372:2008</i>	10,500.00
Strength and Durability Level 3 - <i>EN 1728:2012</i>	10,500.00
Stability Level 3 – <i>EN 1022:2005</i>	5,000.00
Stability, Strength and Durability Level 3: (1 – 2 seats) – <i>EN 12520:2015</i>	10,500.00
Strength and Durability Level 3 - <i>PNS ISO 7173:2006</i>	10,500.00
Lead Content Testing – <i>ASTM F 2853-10</i>	500.00
Strength and Durability Level 4 - <i>ISO 7173:2006</i>	
3-seater	10,500.00
4-seater	15,750.00
5-seater	31,500.00
Ignitability of upholstered composites (Cribtest – Ignition Source No. 5) - <i>BS 5852 Part 2:1982</i>	4,000.00
Strength and Durability Level 3 - <i>BS EN 16139:2013</i>	
1 seat	10,500.00
2 seats	15,500.00
3 – 5 seats	20,500.00
Strength and Durability Level 3 - <i>PNS 1478:1998</i>	10,500.00
Strength, Durability and Stability Level 3 - (3 – 5 seats) – <i>EN 12520:2010</i>	31,500.00
<b>COMPOSITES</b>	
▪ Plywood Tests	
Type I Marine or Exterior Plywood	12,645.00
Thickness Test	870.00
Moisture Content	3,970.00
Shear & Wood Failure Test	7,805.00
Phenolic-film Faced Plywood	12,645.00
Type II or Interior Plywood	10,015.00
Thickness Test	870.00
Moisture Content	3,970.00



Specific Test/Measurement/Service	PHP
Delamination	5,175.00
Blockboard or Plywood	10,015.00
<b>Composite Product Tests</b>	
Density	170.00
Moisture content	286.00
Modulus of Rupture (dry)	288.00
Modulus of Elasticity (dry)	288.00
Modulus of Rupture (wet)	325.00
Modulus of Elasticity (wet)	325.00
Screw holding (surface/edge)	300.00
Nail head pull through	300.00
Internal bond	350.00
Thickness swelling	200.00
Water absorption	200.00
Tensile strength	320.00
<b>ADHESIVES, SEALANTS AND COATINGS</b>	
<b>Adhesive Tests</b>	
Moisture content	360.00
Specific gravity	360.00
Viscosity	350.00
Total solids	490.00
pH	170.00
Formaldehyde emission	
ASTM D 5582-94	3,670.00
ISO	4,830.00
JIS	3,180.00
Volatile matter	490.00
<b>Wood Finishing Test</b>	
Laboratory testing (For laboratory testing, three lattice cuts are made into the sample [PHP 70/cut, thus P 70 x 3 = P 210])	70.00/cut
On-site/Field testing (For field or on-site testing, X-cut is made into the surface [P 70/cut], other expenses that may be incurred charged to the client, e.g. transportation expenses. The recommended number of cuts per type of finish and/or sample is minimum of 3)	70.00/cut



Specific Test/Measurement/Service	PHP
<b>PALLETS AND RELATED STRUCTURE</b>	
Comp. pallet	1,200.00
Bending test of pallet	1,200.00
Certification of pallet testing	2,000.00
<b>BIOMASS ENERGY</b>	
Heating value	1,320.00
Proximate chemical analysis	1,660.00
<b>PULP, PAPER AND PAPER BOARD</b>	
▪ Physical Properties	
Shear strength	750.00
Tear strength	1,970.00
Tensing strength	630.00
Tensing strength	1,920.00
Grammage/Basis weight	630.00
Thickness	630.00
Density	630.00
Brightness (ISO)	910.00
Opacity (ISO)	910.00
Dirt count*	1,460.00
Dirt count	265.00
Edgewise crush test	630.00
Flat crush test	630.00
Ring crush test	630.00
CMT – concura fluting	1,330.00
Burst strength (board)	630.00
Burst strength (paper)	630.00
Burst strength (board )	1,250.00
Burst strength (paper)	1,165.00
Folds **	265.00
Folds***	500.00
Determination of water absorptiveness	265.00
Oil penetration	265.00
▪ Chemical Properties	
Moisture content*	245.00
Ash content*	320.00
Hot water extractives	520.00
1% NaOH solubility	645.00





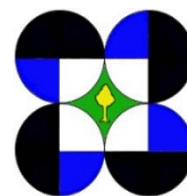
Specific Test/Measurement/Service	PHP
Ethanol – cyclohexane extractives	1,430.00
Lignin	735.00
Holocellulose	955.00
Alpha, beta & gamma cellulose	1,410.00
pH	170.00
<b>CORRUGATED CARTON TEST</b>	
Compression	
Small	300.00/sample
Medium	600.00/sample
Large	1,200.00/sample
Calibration Certification of FA 507	200.00
Calibration of moisture meter to various moisture content	500.00/MC level
Pull-out test of composite board	360.00
<b>WOOD AND NON-WOOD MATERIALS (NATURAL PRODUCTS)</b>	
Moisture content*	245.00
Ash content*	320.00
Hot water extractives	520.00
1% NaOH solubility	645.00
Ethanol – cyclohexane extractives	1,430.00
Lignin	735.00
Holocellulose	955.00
Alpha, beta & gamma cellulose	1,410.00
Starch content **	490.00
Tannin content**	435.00
Total sugars**	400.00
Total carbohydrates**	400.00

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\*Fee per phytochemical component

\*Minimum of 2 samples per test

\*\*Minimum of 3 samples per test



Specific Test/Measurement/Service	PHP
▪ Fats and Oils	
Specific gravity	265.00
Saponification number*	430.00
Iodine number (Wijs Method)*	1,220.00
Peroxide value	685.00
Free fatty acid number	480.00
▪ Other Tests/Services	
FTIR Spectral Analysis	1,100.00
DSC Thermal Analysis	1,200.00
TGA Thermal Analysis	1,400.00
Phytochemical screening	300.00 (may vary)

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\*Fee per phytochemical component

\*Minimum of 2 samples per test

\*\*Minimum of 3 samples per test



## VII. FEEDBACK AND COMPLAINTS

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Fill up the space indicated for feedback in the Customer Satisfaction Measurement Form and drop it at the designated drop box at the Public Assistance and Complaints Desk. The client may also send an email to <a href="mailto:fprdi@dost.gov.ph">fprdi@dost.gov.ph</a> regarding his/her concerns.</p> <p>Contact info: (049) 536 2377            (049) 536 2586            (049) 536 3630            fprdi@dost.gov.ph</p>
How feedback is processed	<p>All filled-up Customer Satisfaction Measurement Forms are collected from the drop box at the Public Assistance and Complaints Desk. Survey responses are consolidated and evaluated by the Customer Satisfaction Measurement Committee and a monthly report is generated by the Committee and given to concerned divisions.</p>
How to file a complaint	<p>Complaints are filled either by writing directly to the Director, FPRDI or filling up the complaint portion in the Customer Feedback Form.</p>
How complaints are processed	<p>Customer's feedback or complaints are discussed by the Customer Satisfaction Measurement Committee with the concerned unit and appropriate corrective actions are taken. The customer/client is informed of the corrective action taken to address his/her complaint.</p>



## VIII. LIST OF OFFICES

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Website: [www.fprdi.dost.gov.ph](http://www.fprdi.dost.gov.ph)  
Email: [info@fprdi.dost.gov.ph](mailto:info@fprdi.dost.gov.ph)