



**FOREST PRODUCTS RESEARCH
AND DEVELOPMENT INSTITUTE**

CITIZEN'S CHARTER

2020 (1st 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**

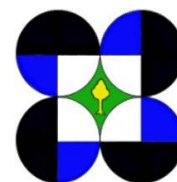
We commit to:

- 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.



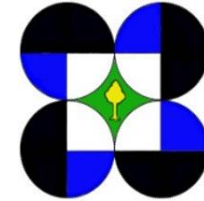
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**Human Resource Management Section –
Finance and Administrative Division**

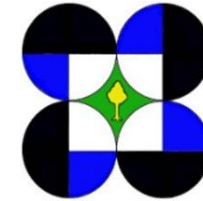
Internal Service



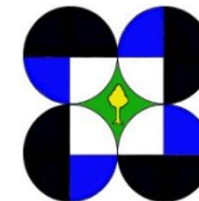
1. Provision of Certificate of Employment

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.

Office/Division:	Human Resource Management Section (HRMS) – Finance and Administrative Division			
Classification:	Simple			
Type of Transaction	G2G – for services whose client is another government agency, employee or official			
Who May Avail:	All (current and previous FPRDI employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
▪ Letter of request (1 original)		▪ Requesting party/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter or email request to hrms@fprdi.dost.gov.ph requesting for Certificate of Employment Get request form from the Human Resource	1. Access email sent to hrms@fprdi.dost.gov.ph For walk-in clients, give request form for	none	10 minutes 1 day for requests sent	HRMS Staff



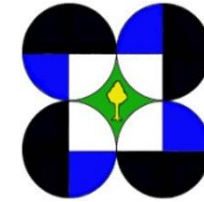
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Management Section (HRMS) and have it filed out	Certificate of Employment and retrieve it once completed by requesting party		by email	
2. Wait for Certificate of Employment	2. Retrieve 201 file of requesting party to validate information; and print Certificate of Employment 2.1 Have Certificate of Employment signed by Chief, HRMS	none	40 minutes for walk-in clients 1 day for requests sent by email	HRMS Staff
3. Receive the Certificate of Employment	3. Release/Email the Certificate of Employment to the requesting party	none	10 minutes	HRMS Staff
TOTAL		none	2 days for online requests 1 hour for walk-in clients	



2. 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.

Office/Division:	Human Resource Management Section (HRMS) – Finance and Administrative Division			
Classification:	Simple			
Type of Transaction	G2G – for services whose client is another government agency, employee or official			
Who May Avail:	Current and previous FPRDI employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Accomplished request form for Certificate of Employment (1 original) 		<ul style="list-style-type: none"> ▪ Human Resource Management Section (HRMS) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter or email request to hrms@fprdi.dost.gov.ph requesting for Certificate of Employment Get request form from the Human Resource	1. Access email sent to hrms@fprdi.dost.gov.ph For walk-in clients, give request form for	none	10 minutes 1 day for requests sent	HRMS Staff

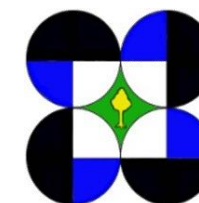


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Management Section (HRMS) and have it filed out	Service Record and retrieve it once completed by requesting party		by email	
2. Wait for Service Record	2. Retrieve 201 file of requesting party to validate information; and print Service Record 2.1 Have Service Record signed by Chief, HRMS	none	40 minutes for walk-in clients 1 day for requests sent by email	HRMS Staff
3. Receive the requested Service Record from HRMS Staff	3. Release the Service Record to the requesting party	none	10 minutes	HRMS Staff
TOTAL		none	2 days for online requests 1 hour for walk-in clients	



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

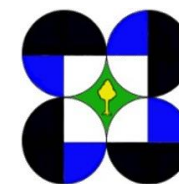
External Service



3. Provision of Virtual 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.

Office/Division:	Training and Manpower Development Services Section (TMDSS) – Technical Services Division (TSD)			
Classification:	Highly technical			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check FPRDI Facebook page for training activity scheduled	1. Publish schedule of training activity in FPRDI's official Facebook page	none	1 day	TMDSS - TSD Staff
2. Register to link for the online training webinar to be provided by TMDSS	2. Check the completion of the filled-up registration form and include name	none	3 days	TMDSS - TSD Staff

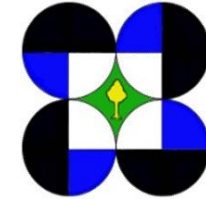


CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of client in the list of attendees			
3. Attend the training activity via online and fill-up evaluation form after the activity and submit as instructed.	3. Provide the service/ Conduct the training-webinar.	none	1 day	TMDSS - TSD Staff
4. Fill up evaluation form after the activity and submit as instructed	4. Upon submission of the accomplished evaluation form, issue Certificate of Participation	none	3 days	TMDSS - TSD Staff
Total		none	8 days	



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

External Service



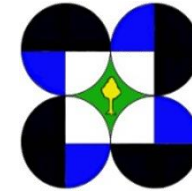
4. Technical Assistance and Consultancy Services: Kiln Drying Services

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

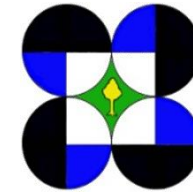
Office/Division:	Solid Products Development Section - Technology Innovation Division (TID)			
Classification:	Highly technical			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Proof of origin of lumber/log to be sawn (1 original and 1 photocopy) ▪ Transport permit (1 original and 1 photocopy) ▪ Inventory of lumber to be dried to include species, number of pieces, diameter and length (1 original and 1 photocopy) 		<ul style="list-style-type: none"> ▪ DENR (CENRO/PENRO)/Hardware/Lumberyard ▪ DENR (CENRO/PENRO)/Hardware/Lumberyard ▪ DENR (CENRO/PENRO)/Hardware/Lumberyard 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter or email 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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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



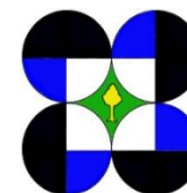
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Retrieve/Haul back dried lumber from Wood Machining and Seasoning Unit, SPDS - TID	6. Unload lumber from dryer 6.1 Prepare and issue Article Pass	none	2 hours	Technical Staff – Wood Machining and Seasoning Unit, SPDS – TID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



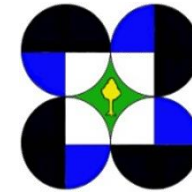
5. Technical Assistance and Consultancy Services: Machining Services

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

Office/Division:	Solid Products Development Section - Technology Innovation Division (TID)			
Classification:	Highly technical			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Proof of origin of lumber/log to be sawn (1 original and 1 photocopy) ▪ Transport permit (1 original and 1 photocopy) ▪ Inventory of lumber to be machined to include species, number of pieces, diameter and length (1 original and 1 photocopy) 		<ul style="list-style-type: none"> ▪ DENR (CENRO/PENRO)/Hardware/Lumberyard ▪ DENR (CENRO/PENRO)/Hardware/Lumberyard ▪ DENR (CENRO/PENRO)/Hardware/Lumberyard 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter request or email 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



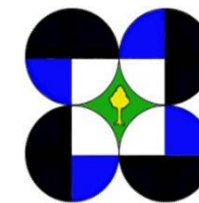
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. On day of schedule, register at Public Assistance and Complaints Desk	2. Direct client to Wood Machining and Seasoning Unit, SPDS - TID	none	3 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty
3. Bring 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**



6. 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.

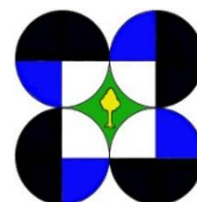
Office/Division:	Chemistry and Biotechnology Section (CBS), Material Science Division (MSD)	
Classification:	Highly Technical	
Type of Transaction	G2C – Government to Client G2B – Government to Business	
Who May Avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none">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



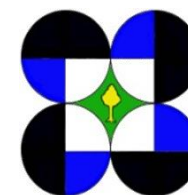
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send online request for assistance via email	1. Reply to request and inform client if assistance can be provided 1.1 If assistance can be provided, send online via email the Assistance Request Form (ARF)	none	3 days	CBS – MSD Staff
2. On scheduled date, register at Public Assistance and Complaints Desk 2.1 Submit sample extract, laboratory supplies & ARF	2. Inform Chemistry and Biotechnology Section (CBS) - MSD Staff to go to PACD 2.1 Get sample, laboratory supplies and ARF and inform client on date of completion	none	13 minutes	Public Assistance and Complaints Desk Officer (PACDO) on duty CBS – MSD Staff



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for results of analysis	3. Perform phytochemical screening required	none	10 days	CBS – MSD Staff
4. Receive technical assistance result/report and pictures of analysis via email from CBS-MSD on the agreed date of completion	4. Provide technical assistance result/report and pictures of analysis via email	none	10 minutes	CBS – MSD Staff
5. Accomplish Customer Satisfaction Measurement Form and submit online via email	5. Give CSM Form via email and retrieve it once completed	none	10 minutes	Staff CBS - MSD
Total		none	13 days 33 minutes	



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



7. 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

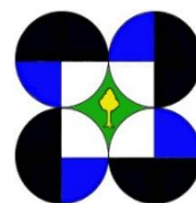
Office/Division:	Solid Products Development Section - Technology Innovation Division (TID)			
Classification:	Complex			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail:	005620280684 0917 162 5379			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Proof of origin of lumber/log to be sawn (1 original, 1 photocopy) 2. Transport permit (1 original, 1 photocopy) 3. Inventory of logs to be sawn to include species, number of pieces, diameter and length (1 original and 1 photocopy) 		<ol style="list-style-type: none"> 1. DENR (CENRO/PENRO)/Hardware/Lumberyard 2. DENR (CENRO/PENRO)/Hardware/Lumberyard 3. DENR (CENRO/PENRO)/Hardware/Lumberyard 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter request or email request to info@fprdi.dost.gov.ph for sawmilling services	1. Act on request; if approved, set schedule for sawing	none	3 days	Technical Staff – Wood Machining and Seasoning Unit, SPDS - TID



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. On scheduled date, 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	0.3 minute 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 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	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 minute x number of board feet sawn)	



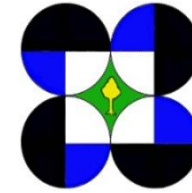
**Material Science Division and
Technology Innovation Division
External Service**



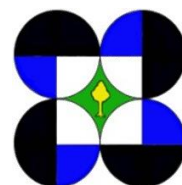
8. Technical Assistance and Consultancy Services: Thesis Assistance

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

Office/Division:	Technology Innovation Division (TID) and Material Science Division (MSD)			
Classification:	Highly technical			
Type of Transaction	G2C – Government to Client			
Who May Avail?	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Project/Study proposal (1 copy)			1. Client provided	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter request or email request to info@fprdi.dost.gov.ph for consultancy services for thesis assistance	1. Access email and send Assistance Request Form (ARF) if assistance can be provided. If	none	3 days	Technical staff – TID/MSD
2. Upon receipt of reply, send copy of project proposal and filled-up Assistance Request Form	2. Review project proposal and inform client of scheduled date of consultation	none	1 day	Technical staff – TID/MSD

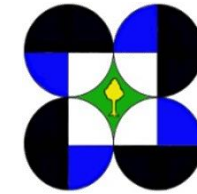


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. On scheduled date, consult with technical personnel thru online platform (Google Meet or Zoom)	3. Discuss with client proposal and send Customer Satisfaction Measurement (CSM) Form after online discussion	none	1 day	Technical staff, MSD/TID
4. Accomplish Customer Satisfaction Measurement (CSM) and submit online	4. Retrieve Customer Satisfaction Measurement (CSM) Form	none	3 minutes	Technical staff, MSD/TID
Total		none	5 days, 3 minutes	



One Laboratory Receiving and Releasing Office

External Service



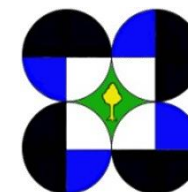
9. Testing Services

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.

Office/Division:	One Laboratory Receiving and Releasing Office	
Classification:	Highly technical	
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government	
Who May Avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. For plywood testing, request from the Bureau of Product Standards (1 original and 1 photocopy) 2. Sample/Product to be tested <ol style="list-style-type: none"> 2.1 For plywood testing, thirty (30) pieces plywood – 10 top, 10 middle, 10 bottom (for Type 1 – exterior plywood 30 cm x 30 cm; for Type 2 – ordinary or interior plywood 20 cm x 58 cm) 2.2 For furniture testing, one (1) unit furniture to be tested 2.3 For heating value and proximate chemical analysis, minimum 100 grams of carbonized material 	<ol style="list-style-type: none"> 1. Bureau of Product Standards 2. Client provided



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2.4 For wood/herbarium identification, one (1) sample per species to be identified/ authenticated 2.5 For pulp and paper, thirty (30) sheets of A4 size paper sample; for corrugated carton, thirty (30) pieces of 12" x 12" carton samples				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 at the OneLaboratory (OneLab) Receiving and Releasing Office (RRO)	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



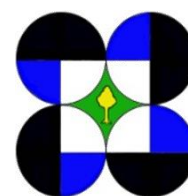
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to RRO and present Order of Payment and Official Receipt 4.1 Get copy of Job Order 4.2 Wait for notice to pick up test report (if to be picked up)	4. Note details of Official Receipt and get copy of Order of Payment 4.1 Give client copy of Job Order 4.2 Forward samples to concerned unit for conduct of test 4.3 Conduct tests	none	10 minutes 5 days	RRO Staff Technical staff of concerned laboratory/unit
5. On scheduled date, return to OneLab RRO, present copy of Job Order, Official Receipt and get test results	5. Give test results	none	10 minutes	RRO Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	

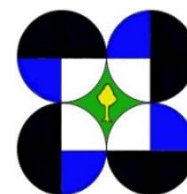


Schedule of Fees for Testing and Technical Services

Specific Test/Measurement/Service	PHP
WOOD AND HERBARIUM IDENTIFICATION	
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
TIMBER/WOOD PROCESSING	
▪ 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
PRESERVATION AND PROTECTION	
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



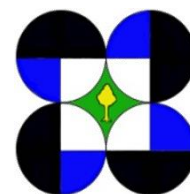
Specific Test/Measurement/Service	PHP
Identification of decay/stain (per species)	1,500.00 to 2,500.00
Evaluation of natural resistance	
a. Against subterranean termites	68,355.00
b. Against powder-post beetles	194,250.00
Evaluation of preservatives	
a. Field/Graveyard	
Against dry wood termite	236,250.00
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
HOUSING AND CONSTRUCTION	
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



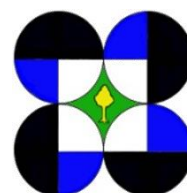
Specific Test/Measurement/Service	PHP
Thickness swelling	360.00
Shrinkage	385.00
Flexural test of concrete panel board	1,500.00
Flexural test of concrete/composite board	450.00
Full-size bending test	875.00/sample
FURNITURE	
Strength and Durability Test Level 3 - <i>BS EN 1725:1998</i>	10,500.00
Strength and Durability Level 5 - <i>ISO 7173:2006</i>	31,500.00
Transit Testing – <i>ISTA 1A & 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
COMPOSITES	
▪ 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
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
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
ADHESIVES, SEALANTS AND COATINGS	
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



Specific Test/Measurement/Service	PHP
PALLETS AND RELATED STRUCTURE	
Comp. pallet	1,200.00
Bending test of pallet	1,200.00
Certification of pallet testing	2,000.00
BIOMASS ENERGY	
Heating value	1,320.00
Proximate chemical analysis	1,660.00
PULP, PAPER AND PAPER BOARD	
▪ 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

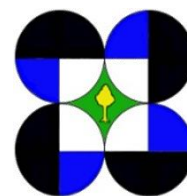


Specific Test/Measurement/Service	PHP
Ethanol – cyclohexane extractives	1,430.00
Lignin	735.00
Holocellulose	955.00
Alpha, beta & gamma cellulose	1,410.00
pH	170.00
CORRUGATED CARTON TEST	
Compression	
Small	300.00/sample
Medium	600.00/sample
Large	1,200.00/sample
Calibration Certification of FA 507	200.00
Calibration of moisture meter to various moisture content	500.00/MC level
Pull-out test of composite board	360.00
WOOD AND NON-WOOD MATERIALS (NATURAL PRODUCTS)	
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

*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)

*Fee per phytochemical component

*Minimum of 2 samples per test

**Minimum of 3 samples per test



Technology Licensing and Promotion Section – Technical Services Division

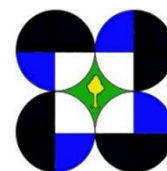
External Service



10. Virtual Consultancy and Advisory Services

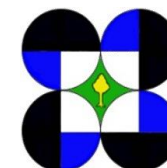
Industry groups, educational institutions, government and non-government organizations who would like to avail of FPRDI Consultancy and Advisory Services (CAS).

Office/Division:	Technology Licensing and Promotion Section (TLPS) – Technical Services Division (TSD)			
Classification:	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
▪ Letter of request (1 original)		▪ Requesting party/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter to the Director, FPRDI or email of request for consultancy/advisory services to info@fprdi.dost.gov.ph	1. Act on request and assign staff to attend to inquiry	none	20 minutes	Chief, TLPS - TSD
2. Receive official reply from FPRDI	2. Prepare reply letter providing the requested CAS, and send letter thru email	none	2 days, 4 hours	Science Research Specialist, TLPS - TSD
Total		none	2 days, 4 hours and 20 minutes	



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

External Service



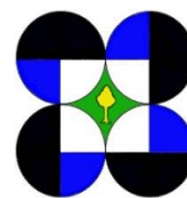
11. Virtual Sale of Publications

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

Office/Division:	Communication Materials Production and Library Services Section (CMPLSS) – Technical Services Division (TSD)			
Classification:	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send online query to info@fprdi.dost.gov.ph or order via email or FPRDI Facebook page 1.1 Wait for details as to cost of publications, mailing charges and how payment is to be made	1. Access online query 1.1 Send details on cost of publications ordered, mailing charges and mode of payment	none	1 day	Science Research Specialist, CMPLSS - TSD

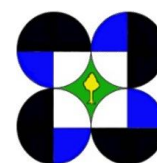


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Send payment and wait for delivery of publications bought	2. Upon receipt of payment, process order and send publications via courier service	See Table below for prices of publications	1 day	Science Research Specialist, Cmplss - TSD
Total		See Table below for prices of FPRDI publications	2 days	



PRICES OF FPRDI PUBLICATIONS FOR SALE

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

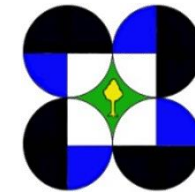


▪ Philippine Woods: Principal Uses, Distribution & Equivalent Woods in Asia Pacific	360.00
▪ Wood ID Handbook for Philippine Timbers, v. 1	550.00
▪ Wood ID Handbook for Philippine Timbers, v. 2	550.00
▪ Identification Handbook of Philippine Commercial and Potentially Commercial Forest Vines	400.00
▪ 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

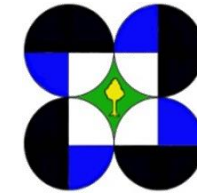
External Service



12. Virtual Sale of Wood Samples

Sale of samples of different tree/wood species

Office/Division:	Anatomy and Forest Botany Section (AFBS) – Material Science Division (MSD)			
Classification:	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request to info@fprdi.dost.gov.ph to purchase wood sample(s) 1.1 Wait for details ass to cost of samples and details of payment	1. Access online request 1.1 Send details on cost of samples, mailing charges and mode of payment	none	1 day	AFBS – MSD Staff

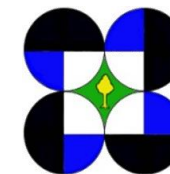


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Send payment and wait for delivery of wood samples	2. Upon receipt of payment, process order and send wood samples via courier service	Php 20.00 per sample	1 day	AFBS-MSD staff
Total		Php 20.00 x number of samples	2 days	



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

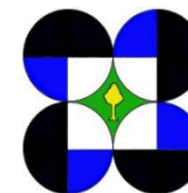
External



13. Virtual 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.

Office/Division:	Communication Materials Production and Library Services Section (CMPLSS) – Technical Services Division (TSD)			
Classification:	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via email to felipe.seva@fprdi.dost.gov.ph with the following details of the book (title, author, edition, publication year, page number), periodical (article title, article authors, periodical title, periodical issue number, year	1. Access request sent thru email	none	15 minutes	Librarian, CMPLSS - TSD



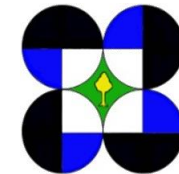
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of issue, page number) or online link of information needed		none		
2. Wait for needed information	2. Verify query and access needed information	none	1 day	Librarian, CMPLSS - TSD
3. Access information sent thru email	3. Send needed information to client's email address	none	15 minutes	Librarian, CMPLSS - TSD
Total		none	1 day 30 minutes	



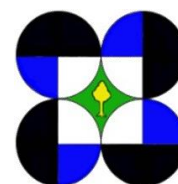
14. Virtual Tour of FPRDI Facilities and Laboratories

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

Office/Division:	Technology Licensing and Promotion Section (TLPS) – Technical Services Division (TSD)			
Classification:	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Letter of request (1 original) ▪ List of visitors/participants in guided tour (1 original) 		<ul style="list-style-type: none"> ▪ Requesting party/client ▪ Requesting party/client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Send letter of request via email to info@fprdi.dost.gov.ph	1. Act on request; send official reply to request. Reply letter should contain initial arrangements for conduct of virtual tour	none	2 days, 4 hours	Science Research Specialist, TLPS - TSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. On scheduled day of tour, access link to Virtual Tour and conduct virtual tour	2. Provide link to access the virtual tour and conduct virtual tour of laboratories/facilities requested	n/a	3 hours, , 30 minutes	Science Research Specialist, TLPS - TSD
3. Accomplish Evaluation Form and submit online	3. Give link for Evaluation Form and issue Certificate of Attendance upon receipt of accomplished form	none	30 mins	Science Research Specialist, TLPS - TSD
Total		none	3 days	



VII. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
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 fprdi@dost.gov.ph 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

Forest Products Research and Development Institute
Narra Road, Forestry Campus
College, Laguna 4031
Tel. Nos. (049) 536 2586/(049) 536 2377/(049) 536 2360
Telefax: (049) 536 3630
Website: www.fprdi.dost.gov.ph
Email: info@fprdi.dost.gov.ph