

BIOLOGICAL RESEARCH AND SERVICES LABORATORY (BRSL) CITIZEN'S CHARTER

Vision: A leading laboratory in biological research and toxicity testing.

Mission: (1) To protect and promote public health by evaluating the toxicity of foods, drugs, natural extracts, cosmetics and other substances.
 (2) To undertake researches to evaluate plant extracts for biological activities and to assess environmental pollutants for genotoxicity.

Service	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
Technical advising on services, tests, and resources	Proceed to BRSL for advising	Give basic information and answer inquiries on services or tests; endorse client to REPS for advising on technical	3-5 mins	Lab secretary (LS)	none	none
	Consult with REPS regarding technical matters and research inquiries	Answer inquiries and provide technical advice	variable, depending on the topic	any technical staff (REPS)	none	none
	Accomplish customer survey evaluation form	Receive and file evaluation form for analysis	2-5 mins	LS	none	Customer survey form
END OF TRANSACTION						

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
Laboratory testing/ analyses for different types of samples.	Inquire about desired assay, provide details about sample(s) to be submitted	Give relevant basic information and determine acceptability of sample and suitability of type of service ** endorse to REPS for non-routine samples or tests	2-5 mins	LS	none	none
	Provide REPS details regarding samples and research design and objectives	Evaluate samples and research plan then determine acceptability of sample and suitability of type of service	5-10 mins	REPS	none	none
	Accomplish appropriate service request form, submit samples(s)	Examine request form for completeness and correctness of information; endorse samples to designated REPS for testing	2-5 mins	LS	none	Service request form
	Pay appropriate service fee	Receive payment, issue acknowledgment receipt (AR) or official receipt (OR)	2 mins	LS (AR) or SCO/UP cashier (OR)	See schedule of rates based on samples, type of service, and client type	Payment remittance form

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
Laboratory testing/ analyses for different types of samples.	Pay appropriate service fee	Photocopy OR	1 min	LS	none	none
	Wait to return for results of the requested test	Perform requested test	variable, depending on the test and/or other procedures requested	designated REPS	none	none
		Prepare and sign service report	variable, depending on the test and/or other procedures requested	designated REPS, Lab head (LH)	none	Service report form
	Claim Service Report	Release Service Report	5 mins	LS	none	none
	Accomplish customer survey evaluation form	Receive and file evaluation form for analysis	2-5 mins	Lab secretary (LS)	none	Customer survey form
END OF TRANSACTION						

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
Research/ Project Assistance	Call/email/visit BRSL to request research assistance	Evaluate request for feasibility and availability of lab, equipment, supplies, and/or chemicals; reply to email requests	variable; max 24 hrs	LS, REPS	none	request letter endorsed by adviser/supervisor, research protocol
	Arrange schedule for lab work	Coordinate with other lab users, set schedule with client	variable	LS, REPS	none	none
	Work in the lab; use equipment	Assist and supervise in the use of equipment and handling of lab instruments and chemicals	variable	REPS	none	none
	Clean up lab after use	Supervise clean-up		variable	REPS	none
Compute charges, prepare and sign Statement of Charges (SOC)			5 mins	LS, LH	none	none

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
Research/ Project Assistance	Pay appropriate service fee	Receive payment, issue acknowledgment receipt (AR) or official receipt (OR)	2 mins	LS (AR) or SCO/UP cashier (OR)	See schedule of rates for different equipment, supplies, and chemicals, and client type	SOC, Payment remittance form
		Photocopy OR	1 min	LS	none	none
	Accomplish customer survey evaluation form	Receive and file evaluation form for analysis	2-5 mins	Lab secretary (LS)	none	Customer survey form
END OF TRANSACTION						

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
Conduct of Training Courses	Reserve slot in training course	Enter in preliminary list of attendees	1 min	LS	none	none
	Secure slot by paying registration fee	Receive payment, issue acknowledgment receipt (AR) or official receipt (OR)	2 mins	LS (AR) or SCO/UP cashier (OR)	See schedule of rates for different training courses	Payment remittance form
		Photocopy OR	1 min	LS	none	none
	Wait for scheduled day of training course	Prepare for training course	variable	BRSI staff	none	none
	Attend training course, perform lab techniques	Facilitate registration of participants; facilitate serving of lunch/snacks	variable	LS	none	none
		Lecture, instruct, assist, facilitate in performing lab techniques	variable, depending on schedule of training course	Resource person, REPS	none	none
Accomplish workshop evaluation form	Collect and file evaluation forms for analysis	3-10 mins	LS	none	Workshop evaluation form	
Receive Certificate of Attendance/Completion	Distribute Certificates of Attendance/Completion	5-10 mins	LH, Resource person	none	Workshop evaluation form	
END OF TRANSACTION						

FOR INQUIRIES, YOU MAY CALL:

Direct Line Line: (02) 925 2961

UP Trunk Line: (02) 981 8500 loc. 3604