



Department of Science and Technology

PHILIPPINE TEXTILE RESEARCH INSTITUTE

CITIZEN'S CHARTER

2025 (1st edition)

I. Mandate

The Philippine Textile Research Institute (PTRI) as a line agency of the Department of Science and Technology (DOST), is mandated through Executive Order No. 128 dated January 30, 1987 to perform the following functions:

- a) Conduct applied research and development for the textile industry sector;
- b) Undertake the transfer of completed researches to end-users or via linkage units of other government agencies; and
- c) Undertake technical services and provide training programs.

II. Vision

To be the center of excellence on textile science and technology (S&T) development to support the Philippine textile, garment and allied industries in achieving global competitiveness.

III. Mission

To support the Philippine textile, garment and allied micro, small and medium enterprises (MSMEs) achieve global excellence through (1) the enhancement of human resource capabilities, (2) judicious utilization of fibrous materials and auxiliaries from indigenous sources, (3) development and application of superior processing technologies, and (4) quality assurance.

IV. Pledge

We, the officials and employees of PTRI, pledge to uphold the Citizen's Charter of the Philippine Textile Research Institute by committing ourselves to the provision of quality services within our capabilities and the resources of the institute and in the context of all applicable regulatory and statutory requirements; we shall endeavor to do our job and assigned tasks well, and continuously improve the effectiveness of our services to ensure maximum satisfaction of our clients.

V. Quality Policy

"PTRI commits to provide the highest standards of quality services, and support to local textile, and allied industries within our capabilities and resources in the context of all applicable regulatory and statutory requirements and shall continually endeavor to improve the effectiveness of our quality management system to ensure customer satisfaction."

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**Technical Services Division
Physical and Chemical Testing Section**

External Services

TESTING SERVICES - SIMPLE

COLORFASTNESS TO LAUNDERING

Description: This accelerated laundering test involves evaluation of the colorfastness to laundering of textiles, which are expected to withstand frequent laundering. Specimens are tested under appropriate conditions of temperature, detergent solution, bleaching and abrasive action such that the color change is similar to that occurring in five home laundering. Evaluation of color change and staining resulting from treatment is carried out under a controlled setup. Fabric color loss and surface changes are roughly approximated by one 45-minute test. Staining is a function of the ratio of colored to undyed fabric, fiber content of fabrics in the wash load and other end-use conditions, which are not always predictable.

Office or Division	Technical Services Division – PTRI Testing Laboratories (PTL)	
Classification	Simple	
Type of Transaction	G2G; G2B; G2C	
Who may Avail	Industry, Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe, Research Institutions, General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Sample for testing (textiles or other allied products) • PM-07.01-A-F1, Quotation for Testing Services Form (1 original) • PM-07.01-A-F2, Test Request Form (1 original, 2 duplicates) • Order of Payment (1 original, 1 duplicate) • Official Receipt 		<ul style="list-style-type: none"> • To be provided by client to PTL Receiving and Releasing Officer (RRO) face-to-face or via courier • To be filled out through the Service Requests Registration Information System (SRIS) • PTL Receiving and Releasing Office, 1st Level Room 118 for face-to-face transaction or RRO will send Test Request Form to customer via email for online transaction • Accounting Section, 3rd Level Room 309 • Treasury Unit, 3rd Level Room 310

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request through Service Requests Registration Information System (SRIS) at https://services.dost-ptri.com/pages/index.php	1. Check completeness of information	None	5 minutes	<i>Receiving and Releasing Officer (RRO)</i> PTL Receiving and Releasing Office
Returning customers will only need to input their registered email address in the SRIS to directly proceed with service requests.	1.1 Fill-out Quotation for Testing Services form through SRIS, print and sign		3 minutes	<i>RRO</i> PTL Receiving and Releasing Office
1.1 Submit sample at the PTL Receiving and Releasing Office, 1st				

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Level Room 118 face-to-face or via courier				
2. Sign in the conforme portion of the original TeR form. For online transaction, e-sign conforme portion of the TeR.	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Testing Laboratory
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR). For online transaction, forward TeR to Accounting for OP and advise customer to pay online via Landbank Link.Biz Portal	None	5 minutes	<i>RRO</i> PTL Receiving and Releasing Office
3. Present TeR and secure Order of Payment (OP) from Accounting Section, 3 rd Level Room 309. For online transaction, pay online via Landbank Link.Biz and send proof of payment via email	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	5. Review and sign OP		3 minutes	<i>Accountant</i> Accounting Office
	5.1 Retain one copy each of TeR and OP 5.2 Issue 1 copy of OP and 2 copies of TeR			
4. Pay the required fees at the Treasury Unit, 3rd Level Room 310	6. Check if amount conforms with OP and TeR	₱515.00 per sample	8 minutes	<i>Administrative Officer</i> Budget & Treasury Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of TeR. For online transaction, forward OR and 2 copies of TeR to RRO			
5. Present OR and TeR to RRO, 1 st Level Room 118 5.1 Fill-out Customer Satisfaction Feedback Form through SRIS	7. Encode OP and OR Nos. in SRIS. Obtain original copy of TeR and provide one copy to client. For online transaction, send copy of OR and TeR to customer via email.	None	2 minutes	<i>RRO</i> PTL Receiving and Releasing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Testing Laboratory	None	10 minutes	<i>RRO</i> PTL Receiving and Releasing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO in Customer's Logbook. 9.1 Record JO and assign JO to Testing Personnel (TP). 9.2 Receive JO and sample.	None None	5 minutes 5 minutes	<i>Technical Manager</i> Testing Laboratory <i>Testing Personnel</i> Testing Laboratory
8. None	10. Conduct testing	None	1 working day, 4 hours, 15 minutes	<i>Testing Personnel</i> Testing Laboratory

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. None	11. Prepare test report	None	25 minutes	<i>Testing Personnel</i> Testing Laboratory
10. None	12. Review and sign test report	None	15 minutes	<i>Technical Manager</i> Testing Laboratory
11. None	13. Approve and sign test report	None	15 minutes	<i>Quality Manager</i> Quality Management Office
	13.1 Sign test report in the "Noted by:" portion	None	15 minutes	<i>Division Chief,</i> Office of the Division Chief
12. None	14. Affix PTRI TSD dry seal on the test report	None	5 minutes	<i>RRO</i> PTL Receiving and Releasing Office
	14.1 Reproduce and file one copy for the laboratory			
13. Present copy of TeR for claiming of test report in the PTL Receiving and Releasing Office 1 st Level Room 118	15. Release original test report to customer	None	5 minutes	<i>RRO</i> PTL Receiving and Releasing Office
	15.1 Notify customer of additional fees, if any			
13.1 Acknowledge receipt of test report by signing logbook				
TOTAL		₱ 515.00 per sample	1 working day, 6 hours, 36 minutes* (at 8 hours per working day)	

*For one sample, excluding the time during which the sample is in the queue for testing.

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Customer fills out Customer Satisfaction Feedback Form through SRIS
How feedback is processed	<p>Statistical data and Customer Satisfaction Index (CSI) are automatically generated through SRIS.</p> <p>Gap analysis report is prepared to determine priorities for improvement.</p> <p>Reports and graphs can be automatically generated through SRIS.</p>
How to file a complaint	Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.
How complaints are processed	Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.
Contact information of PTRI	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptritestlab@ptri.dost.gov.ph Mobile/Telegram/Viber: 09166389760
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CCB: 0908-881-6565 (SMS)

TESTING SERVICES - COMPLEX

TENSILE PROPERTIES OF GEOTEXTILES BY THE WIDE-WIDTH STRIP METHOD (ISO 10319; ASTM D4595)

Description: Determination of the maximum tensile strength and elongation applied to a geotextile material and includes for the calculation of initial modulus, maximum load per unit width and strain at maximum load using optical extensometer.

Office or Division	Technical Services Division – PTRI Testing Laboratories	
Classification	Complex	
Type of Transaction	G2G, G2B, G2C	
Who may Avail	Industry, Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe, Research Institutions, General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Sample for testing (textiles or other allied products) • PM-07.01-A-F1, Quotation for Testing Services Form • PM-07.01-A-F2, Test Request Form • Order of Payment • Official Receipt 		<ul style="list-style-type: none"> • To be provided by customer to PTL Receiving and Releasing Officer (RRO) face-to-face or via courier • To be filled out through the Service Requests Registration Information System (SRIS) • PTL Receiving and Releasing Office, 1st Floor Room 118 for face-to-face transaction or RRO will send Test Request Form to customer via email for online transaction • Accounting Section, 3rd Floor Room 309 • Treasury Unit, 3rd Floor Room 310

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request through Service Requests Registration Information System (SRIS) at https://services.dost-ptri.com/pages/index.php	1. Check completeness of information	None	5 minutes	<i>Receiving and Releasing Officer (RRO)</i> PTL Receiving and Releasing Office
Returning customers will only need to input their registered email address in the SRIS to directly proceed with service request.	1.1 Fill-out Quotation for Testing Services form through SRIS, print and sign		3 minutes	<i>RRO</i> PTL Receiving and Releasing Office
1.1 Submit sample at the PTL Receiving and Releasing Office, 1st Floor Room 118 face-to-face or via courier				

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign in the conforme portion of the original TeR form. For online transaction, e-sign conforme portion of the TeR.	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Testing Laboratory
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR). For online transaction, forward TeR to Accounting for OP and advise customer to pay online via Landbank Link.Biz Portal	None	5 minutes	<i>RRO</i> PTL Receiving and Releasing Office
3. Present TeR and secure order of payment from Accounting Section, 3 rd Floor Room 309. For online transaction, pay online via Landbank Link.Biz and send proof of payment via email.	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	5. Review and sign OP		3 minutes	<i>Accountant</i> Accounting Office
	5.1 Retain one copy each of TeR and OP 5.2 Issue 1 copy of OP and 2 copies of TeR			
4. Pay the required fees at the Treasury Unit, 3rd Floor, Room 310	6. Check if amount conforms with OP and TeR	₱ 2,180.00 per sample	8 minutes	<i>Administrative Officer</i> Treasury Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>6.1 Encode information and generate OR in triplicate</p> <p>6.2 Sign and issue OR with 2 copies of TeR. For online transactions, forward OR and 2 copies of TeR to RRO</p>			
<p>5. Present OR and TeR to PTL Receiving and Releasing Officer, 1st Floor Room 118</p> <p>5.1 Fill-out Customer Satisfaction Feedback Form through SRIS</p>	<p>7. Encode OP and OR Nos. in SRIS. Obtain original copy of TeR and provide one copy to client. For online transactions, send a copy of OR and TeR to customers via email.</p>	None	2 minutes	<i>RRO</i> PTL Receiving and Releasing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Testing Laboratory	None	10 minutes	<i>RRO</i> PTL Receiving and Releasing Office
7. None	<p>9. Check sample code, description, and label, and acknowledge receipt of JO in Customer's Logbook.</p> <p>9.1 Record JO in logbook and assign JO to Testing Personnel (TP)</p> <p>9.2 Receive JO and sample</p>	None	<p>5 minutes</p> <p>5 minutes</p>	<p><i>Technical Manager</i> Testing Laboratory</p> <p><i>Testing Personnel</i> Testing Laboratory</p>
8. None	10. Conduct Testing	None	3 working day, 6 hours, 7 minutes	<i>Testing Personnel</i> Testing Laboratory

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. None	11. Prepare test report	None	25 minutes	<i>Testing Personnel</i> Testing Laboratory
10. None	12. Review and sign test report	None	15 minutes	<i>Technical Manager</i> Testing Laboratory
11. None	13. Approve release of test report	None	15 minutes	<i>Quality Manager</i> Quality Management Office
	13.1 Sign test report in the "Noted by:" portion	None	15 minutes	<i>Division Chief,</i> Office of the Division Chief
12. None	14. Affix PTRI TSD dry seal on the test report	None	5 minutes	<i>RRO</i> PTL Receiving and Releasing Office
	14.1 Reproduce and file one copy for the laboratory			
13. Present copy of TeR for claiming of test report in the PTL Receiving and Releasing Office, 1 st Floor Room 118 13.1 Acknowledge receipt of test report by signing logbook	15. Release original test report to customer. 15.1 Notify customers of additional fees, if any.	None	5 minutes	<i>RRO</i> PTL Receiving and Releasing Office
TOTAL		₱ 2,180.00 per sample	4 working days, 28 minutes* (at 8 hours per working day)	

*For one sample, excluding the time during which the sample is in the queue for testing.

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Customer fills out Customer Satisfaction Feedback Form through SRIS
How feedback is processed	<p>Statistical data and Customer Satisfaction Index (CSI) is automatically generated through SRIS.</p> <p>Gap analysis report is prepared to determine priorities for improvement.</p> <p>Reports and graphs can be automatically generated through SRIS.</p>
How to file a complaint	Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.
How complaints are processed	Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.
Contact information of PTRI	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptritestlab@ptri.dost.gov.ph Mobile/Telegram/Viber: 09166389760
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CCB: 0908-881-6565 (SMS)

TESTING SERVICES – HIGHLY TECHNICAL

QUANTITATIVE ASSESSMENT OF ANTIBACTERIAL FINISHES (AATCC TM100)

Description: This test provides a quantitative procedure for the comparison and evaluation of the degree of antibacterial activity after a 24 hour exposure to the test bacteria on the test fabric compared directly against an untreated control. After incubation, the bacterial challenge is eluted from the swatches and enumerated and a percent reduction by the fabric specimen is calculated.

Office or Division	Technical Services Division – PTRI Testing Laboratories (PTL)	
Classification	Highly Technical	
Type of Transaction	G2G; G2B; G2C	
Who may Avail	Industry, Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe, Research Institutions, General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Sample for testing (textiles or other allied products) • PM-07.01-A-F1, Quotation for Testing Services Form (1 original) • PM-07.01-A-F2, Test Request Form (1 original, 2 duplicates) • Order of Payment (1 original, 1 duplicate) • Official Receipt 		<ul style="list-style-type: none"> • To be provided by client to PTL Receiving and Releasing Officer (RRO) face-to-face or via courier • To be filled out through the Service Requests Registration Information System (SRIS) • PTL Receiving and Releasing Office, 1st Level Room 118 for face-to-face transaction or RRO will send Test Request Form to customer via email for online transaction • Accounting Section, 3rd Level Room 309 • Treasury Unit, 3rd Level Room 310

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request through Service Requests Registration Information System (SRIS) at https://services.dost-ptri.com/pages/index.php Returning customers will only need to input their registered email address in the SRIS to directly proceed with service request.	1. Check completeness of information	None	5 minutes	<i>Receiving and Releasing Officer (RRO)</i> PTL Receiving and Releasing Office
1.1 Submit sample at the PTL Receiving and Releasing Office, 1st Level Room 118 face-to-face or via courier	1.1 Fill-out Quotation for Testing Services form through SRIS, print and sign		3 minutes	<i>RRO</i> PTL Receiving and Releasing Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign in the conforme portion of the original TeR form. For online transaction, e-sign conforme portion of the TeR.	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Testing Laboratory
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR). For online transaction, forward TeR to Accounting for OP and advise customer to pay online via Landbank Link.Biz Portal		5 minutes	<i>RRO</i> PTL Receiving and Releasing Office
3. Present TeR and secure order of payment from Accounting Section, 3 rd Level Room 309. For online transaction, pay online via Landbank Link.Biz and send proof of payment via email.	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment.	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	5. Review and sign OP		3 minutes	<i>Accountant</i> Accounting Office
	5.1 Retain one copy each of TeR and OP			
	5.2 Issue 1 copy of OP and 2 copies of TeR			
4. Pay the required fees at the Treasury Unit, 3rd Level Room	6. Check if amount conforms with OP and TeR	₱3,050.00 per sample	8 minutes	<i>Administrative Officer</i> Budget & Treasury Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>6.1 Encode information and generate OR in triplicate</p> <p>6.2 Sign and issue OR with 2 copies of TeR. For online transaction, forward OR and 2 copies of TeR to RO.</p>			
<p>5. Present OR and TeR to PTL Receiving and Releasing Officer, 1st Level Room 118</p> <p>5.1 Fill-out Customer Satisfaction Feedback Form through SRIS</p>	<p>7. Encode OP and OR Nos. in SRIS. Obtain original copy of TeR and provide one copy to client. For online transaction, send copy of OR and TeR to customer via email</p>	None	2 minutes	<p><i>RRO</i> PTL Receiving and Releasing Office</p>
6. None	<p>8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Testing Laboratory.</p>	None	10 minutes	<p><i>RRO</i> PTL Receiving and Releasing Office</p>
7. None	<p>9. Check sample code, description, and label, and acknowledge receipt of JO in Customer's Logbook.</p> <p>9.1 Record JO and assign JO to Testing Personnel (TP)</p> <p>9.2 Receive JO and sample</p>	None	<p>5 minutes</p> <p>5 minutes</p>	<p><i>Technical Manager</i> Testing Laboratory</p> <p><i>Testing Personnel</i> Testing Laboratory</p>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. None	10. Conduct Testing	None	18 working days	<i>Testing Personnel</i> Testing Laboratory
9. None	11. Prepare test report	None	25 minutes	<i>Testing Personnel</i> Testing Laboratory
10. None	12. Review and sign test report	None	15 minutes	<i>Technical Manager</i> Testing Laboratory
11. None	13. Approve release of test report	None	15 minutes	<i>Quality Manager</i> Quality Management Office
	13.1 Sign test report in the "Noted by:" portion	None	15 minutes	<i>Division Chief,</i> Office of the Division Chief
12. None	14. Affix PTRI TSD dry seal on the test report	None	5 minutes	<i>RRO</i> PTL Receiving and Releasing Office
	14.1 Reproduce and file one copy for the laboratory			
13. Present copy of TeR for claiming of test report in the PTL Receiving and Releasing Office, 1 st Floor Room 118 13.1 Acknowledge receipt of test report by signing logbook	15. Release original test report to customer. 15.1 Notify customers of additional fees, if any.	None	5 minutes	<i>RRO</i> PTL Receiving and Releasing Office
TOTAL		₱ 3,050.00 per sample	18 working days, 2 hours, 21 minutes (at 8 hours per working day)	

*For one sample, excluding the time during which the sample is in the queue for testing.

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Customer fills out Customer Satisfaction Feedback Form through SRIS
How feedback is processed	<p>Statistical data and Customer Satisfaction Index (CSI) is automatically generated through SRIS.</p> <p>Gap analysis report is prepared to determine priorities for improvement.</p> <p>Reports and graphs can be automatically generated through SRIS.</p>
How to file a complaint	Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.
How complaints are processed	Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.
Contact information of PTRI	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptritestlab@ptri.dost.gov.ph Mobile/Telegram/Viber: 09166389760
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CCB: 0908-881-6565 (SMS)

SERVICE REQUESTS REGISTRATION INFORMATION SYSTEM

Service Requests Registration Information System (SRIS) is developed to align with the government's program on Ease of Doing Business/Streamlining of Processes.

The SRIS is a web-based system that enables the public to submit their online request in availing of PTRI services i.e., laboratory testing and analysis, textile processing, technical training, and facility tour.



Choose a Service

Select from the dropdown below the service you want to avail of

TSD Lab Services

Click the proceed button after choosing

PROCEED

LANDBANK E-PAYMENT FACILITY (Pay here)



Click this link above

Customer Profile

* Input fields without border color are required

Please take note that the details needed below are for the Requesting Official

First Name

Last Name

E-mail

Designation/Position

Mobile Number E.g (09061234567)

Fax Number E.g (88123456)

N/A

Age

Gender

Type of Client

Company Name

Company Address

Region

Province

Municipality

Number, Block, Lot, Building Name, Street

Barangay

Telephone Number E.g (88881234)


How did you know of PTRI Services?

TSD Lab Services

Sample Description

I have read and agreed to the [terms of service](#).

SUBMIT

	PHILIPPINE TEXTILE RESEARCH INSTITUTE Testing Laboratories	PNS ISO/IEC 17025:2017
	PROCEDURES MANUAL FORM	PM-07.01-A-F1
	Quotation for Testing Services	Page 1 of 1
		Revision no.: 1 Date of Issue: 04 January 2024

Section 1 *(To be filled-out by customer)*

Requesting Official/Person: _____ Designation: _____
 Company/Affiliation: _____
 Address: _____
 Email: _____
 Contact Number (Telephone/Mobile): _____
 Sample Description: _____

Section 2 *(To be filled-out by Receiving and Releasing Officer)*

Quotation No.: _____
 Date: _____

Type/Number of Samples: _____

TEST/S	TEST METHOD / CONDITIONS	QTY	UNIT COST	TOTAL

Sub-Total: _____

Discount: _____

TOTAL: _____

Assessed by: _____ Receiving and Releasing Officer	Reviewed by: _____ Technical Manager
Date: _____	Date: _____



Department of Science and Technology
PHILIPPINE TEXTILE RESEARCH INSTITUTE
TESTING LABORATORIES
 Gen. Santos Ave., Bicutan, Taguig City, 1631 Philippines
 Tel No. 8837-1158 Mobile No. 09166389760
 ptritestlab@ptri.dost.gov.ph

Test Request

Req. Ref. No.:
Date:
Time:

CUSTOMER: ADDRESS:	TEL / MOBILE NO: EMAIL:
-----------------------	----------------------------

1. TESTING SERVICES

TYPE OF SAMPLE	SAMPLE CODE	TEST REQUESTED	TEST METHOD	NO. OF SAMPES/ UNITS	UNIT COST	TOTAL
					Sub-Total	
					Discount	
					TOTAL	

2. BRIEF DESCRIPTION OF SAMPLE/REMARKS

--

3. OTHER SERVICES

TOTAL P _____

OR NO: DATE:	AMOUNT RECEIVED: UNPAID BALANCE:
-----------------	-------------------------------------

TEST REPORT DUE ON:

DISCUSSED WITH CUSTOMER: <i>Details of the Test Request and Terms and Conditions stated at the back of this form</i>		
CONFORME:		
Customer/Authorized Representative <i>(Name and Signature)</i>	Receiving and Releasing Officer	Technical Manager
TEST REPORT NO.:		

PM-07.01-A-F2
 Revision No. 3
 04 January 2024

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

Students/Academe

INSTRUCTIONS: Mark your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency / office including its requirements, fees, and processing times among others.

[CC1] Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office.






[CC2] If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

[CC3] If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

INSTRUCTIONS: For SQD 0-8, please mark the column that best corresponds to your answer.

	 Strongly Agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly Disagree	N/A Not Applicable
SQD0 I am satisfied with the service that availed.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1 I spent a reasonable amount of time for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2 The office followed the transaction's requirements and steps based on the information provided.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3 The steps (including payment) I needed to do for my transaction were easy and simple.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4 I easily found information about my transaction from the office or its website.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5 I paid a reasonable amount of fees for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6 I feel the office was fair to every one, or "walang palakasan", during my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7 I was treated courteously by the staff, and (if asked for help) the staff was helpful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8 I got what I needed from the government office, or (if denied) denial of request was sufficiently explain to me.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

Students/Academe ▼

How would you rate our services?

Dimension	Description	Outstanding	Very Satisfactory	Satisfactory	Needs Improvement	Poor	Not Applicable
RESPONSIVENESS	Prompt, and courteous response to customer's request	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Appropriate response to customer's request	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Flexibility to address concerns of the customer	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
RELIABILITY	Timeliness of services provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Quality of services provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
ACCESS	Physical accessibility	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Online dissemination of information via website	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
FACILITIES	Availability of elevator, ramp for the differently-abled person, etc	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Cleanliness of the facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Safety of the facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Well ventilated facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
COMMUNICATION	Clarity of information on the services rendered	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Form is easy to understand/follow	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Clearly explain the test results and sample products provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
COSTS	No hidden fees or additional charges	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘

INTEGRITY	Transparency of the transactions/procedures or adherence to the Citizen's Charter(e.g. First Come, First Serve Policy, No Noon Break)	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★
	Protection of confidential information (Data Privacy Act)	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★
	Adherence to Civil Service Code of Ethics and Ethical Standards	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★
ASSURANCE	Staff is knowledgeable of the process and other relevant information	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★
	Staff appears neat and professional	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★
OUTCOME	Satisfied with the overall service provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★

Feedback:

Net Promoter Score:

How likely would you recommend our services to others

0 = Not At All Likely - 5 = Extremely Likely

0 1 2 3 4 5


Areas for improvement

Other comments/suggestions

I have read and agreed to the [terms of service](#).

PREVIOUS

SUBMIT FEEDBACK FORM

	PHILIPPINE TEXTILE RESEARCH INSTITUTE	PNS ISO/IEC 17025:2017
	Testing Laboratories	PM-07.09-F1
	PROCEDURES MANUAL FORM	Page 1 of 1
	Complaint	Revision no.: 1 Date of Issue: 24 November 2023

(To be filled-out by Customer)

Control No.: _____

Date: _____

Name of Customer: _____ Signature: _____

Company: _____ Designation: _____

Address: _____

Tel/Mobile No. _____

Test Report No.: _____

Reference No.: _____

PTRI SN: _____

- Nature/description of Complaint:
- Test Results
 - Sample Description
 - Others, please specify _____

EVALUATION OF COMPLAINT

To: _____

Please be informed that your above complaint, has been evaluated and found to be:

- valid and corrective actions shall be undertaken;
- not valid due to the following reasons:

Validated by: _____

Reviewed by: _____

Approved by: _____

QMgr

TMgr not involved in original
activity in question

Division Chief

**Technical Services Division
Mechanical and Chemical Processing Section**

External Services

PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS - SIMPLE

Scouring/Bleaching Services: 1kg sample

Description: Scouring and Bleaching of fibers, yarns and fabrics to extract impurities through chemical application

Office or Division	Technical Services Division – ICYT	
Classification	Simple	
Type of Transaction	G2G; G2B; G2C	
Who may Avail	MSMEs, Social Enterprise, Government, Academe	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Textile material (fiber, yarns, fabric) TSD Form No. 001 Processing Service Request Form (1 original, 2 duplicate) Order of Payment (1 original, 1 duplicate) Official Receipt 		<ul style="list-style-type: none"> To be provided by client to TSD Receiving Officer TSD-ICYT Office, 1st Level Room 101 Accounting Section, 3rd Level Room 309 Treasury Section Room, 3rd Level Room 310

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer inquiry via walk-in or online transaction	1. Assist customers request and, refer to the technical staff 2. Evaluate customer request 3. Instructs customer to fill out the online SRIS (Part 1 of TSD Form No.001 "Processing Services Request, PSR)	None	15 minutes	<i>Receiving Officer TSD-ICYT Office</i> <i>Head, MCPS TSD-ICYT Office</i> <i>Receiving Officer TSD-ICYT Office</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Submit request through Service Requests Registration Information System (SRIS) at https://services.dost-ptri.com/pages/index.php</p> <p>Note: Returning customers will only need to input their registered email address in the SRIS to directly proceed with service requests.</p>	<p>3.1 Check the list of pending request in the SRIS, and then fill out the part 2</p> <p>3.2. Print 3 copies Original -Receiving Office 2nd copy - Customer 3rd copy – Acctg Section</p> <p>3.3 Fill out Part 2 of TSD Form Nos. 001 and signs “Received by” portion</p> <p>3.4 Checks completeness of information</p>	None	5 minutes	
<p>3. Walk-in customer/s, signs the printed TSD Form Nos. 001 (PSR). For online payments, customers are required to pay in full via the Link.Biz Portal of Landbank's e-payment facility before presenting the PSR. Send Proof of payment via email or viber (09624433729)</p>	<p>3.5 Sign “Received by” portion of Section II</p> <p>4. Review and sign PSR</p> <p>5. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)</p>	None None None	7 minutes	<p><i>Head, MCPS TSD-ICYT Office</i></p> <p><i>Receiving Officer TSD-ICYT Office</i></p>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.1 Advises customer to return original copy of filled out TSD Form No. 001 to Receiving Office	None		
4. Secure order of payment from Accounting Section at the Accounting Section, 3rd Level, Room 309	6. Encode information in Accounting Module 7. For online transactions, forward PSR to Accounting for OP and Cashier for issuance of receipt. 8. Generate 2 copies of Order of Payment FAD-Accounting Form No. 002.	None	10 minutes	<i>Admin Aide</i> Accounting Office <i>Receiving Officer</i> TSD-ICYT Office <i>Admin Aide</i> Accounting Office
5. None	9. Review and sign OP 9.1 Retain one copy each of PSR and OP 9.2 Issue 1 copy of OP and 2 copies of PSR	None	3 minutes	<i>Accountant</i> Accounting Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level Room 310	10. Check amount if conforms with OP and PSR 10.1 Encode information and generate OR in triplicate 10.2 Sign and issue OR with 2 copies of PSR	Php 95.00/kg	8 minutes	<i>Admin Officer Budget & Treasury Office</i>
7. Return to TSD-ICYT Office, 1st Level Room 101	11. Secure an original copy of PSR. Provide OR and duplicate copy of PSR to client	None	1 minute	<i>Receiving Officer TSD-ICYT Office</i>
8. None	12. Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)	None	2 minutes	<i>Receiving Officer TSD-ICYT Office</i>
9. None	13. Review, assign technical staff and sign JO	None	3 minutes	<i>Head, MCPS TSD-ICYT Office</i>
10. None	14. Issue JO with materials to the concerned technical staff at Chemical Processing Unit 15. Receive and sign JO	None None	5 minutes 2 minutes	<i>Receiving Officer TSD-ICYT Office Unit Head-CPU TSD-ICYT Office</i>
11. None	16. Conduct of Scouring and Bleaching Process	None	17 hrs 27 mins	<i>CPU staff CPU Lab</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. None	17. Prepare Production report	None	5 minutes	<i>CPU staff CPU Lab</i>
13. None	18. Inspect and fill out product quality report	None	10 minutes	<i>CPU Lab</i>
14. None	19. Review and Sign Report	None	5 minutes	<i>CPU Head CPU Lab</i>
15. None	20 Labelling and packaging	None	5 minutes	<i>CPU staff CPU Lab</i>
16. None	21. Accept process material and inform Customer	None	5 minutes	<i>Receiving Officer TSD-ICYT Office</i>
TOTAL PROCESSING TIME:		Php 95/kg	19 hours	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fills out the Customer Satisfaction Feedback (CSF) Form and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares CSF monthly/quarterly report and submits to the Division Chief. The Division Chief submits the report to Quality Management Representative (QMR).
How to file a complaint	Client fills-out the Customer Complaints Form. Client must ensure to provide the following: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence Client submits the Customer Complaints Form to the ROs.
How complaints are processed	The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits to the Head of the Agency for appropriate action. <i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.
Contact information	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptritestlab@ptri.dost.gov.ph Mobile/Telegram/Viber: 09166389760
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CBB: 0908-881-6565 (SMS)

PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS - COMPLEX

Weaving Services: 24-in width and 3-m length

Description: Interlacing of blended cotton and natural textile fibers yarns with commercial thread for conversion into handwoven fabrics using the four-harness handloom equipment. This conversion is called handloom weaving, wherein two sets of yarns are interlaced with each other.

Office or Division	Technical Services Division – ICYT
Classification	Complex
Type of Transaction	G2G; G2B; G2C
Who may Avail	MSMEs, Social Enterprise, Government, Academe
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> Textile material (fiber, yarns) TSD Form No. 001 Processing Service Request Form (1 original, 2 duplicate) Order of Payment (1 original, 1 duplicate) Official Receipt 	<ul style="list-style-type: none"> To be provided by client to Receiving Officer TSD-ICYT Office, 1st Level Room 101 Accounting Section, 3rd Level Room 309 Treasury Section Room, 3rd Level Room 310

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer inquiry via walk-in or online transaction	1. Assist customers request and, refer to the technical staff 2. Evaluate customer request 3. Instructs customer to fill out the online SRIS (Part 1 of TSD Form No.001 "Processing Services Request, PSR)	None	15 minutes	<i>Receiving Officer</i> <i>TSD-ICYT Office</i> <i>Head, MCPS</i> <i>TSD-ICYT Office</i> <i>Receiving Officer</i> <i>TSD-ICYT Office</i>

CLIENT STEPS	PTRI ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Submit request through Service Requests Registration Information System (SRIS) at https://services.dost-ptri.com/pages/index.php</p> <p>Note: Returning customers will only need to input their registered email address in the SRIS to directly proceed with service requests.</p>	<p>3.1 Check the list of pending request in the SRIS, and then fill out the part 2</p> <p>3.2. Print 3 copies Original -Receiving Office 2nd copy - Customer 3rd copy – Acctg Section</p> <p>3.3 Fill out Part 2 of TSD Form Nos. 001 and signs “Received by” portion</p> <p>3.4 Checks completeness of information</p>	None	5 minutes	<i>Receiving Officer TSD-ICYT Office</i>
<p>3. Walk-in customer/s, signs the printed TSD Form Nos. 001 (PSR). For online payments, customers are required to pay in full via the Link.Biz Portal of Landbank's e-payment facility before presenting the PSR. Send Proof of payment via email or viber (09624433729)</p>	<p>3.5 Sign “Received by” portion of Section II</p> <p>5. Review and sign PSR</p> <p>6. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)</p>	None None None	7 minutes	<p><i>Head, MCPS TSD-ICYT Office</i></p> <p><i>Receiving Officer TSD-ICYT Office</i></p>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.1 Advises customer to return original copy of filled out TSD Form No. 001 to Receiving Office	None		
4. Secure order of payment from Accounting Section at the Accounting Section, 3rd Level, Room 309	<p>7. Encode information in Accounting Module</p> <p>8. For online transactions, forward PSR to Accounting for OP and Cashier for issuance of receipt.</p> <p>9. Generate 2 copies of Order of Payment FAD-Accounting Form No. 002.</p>	None	10 minutes	<p><i>Admin Aide</i> Accounting Office</p> <p><i>Receiving Officer</i> TSD-ICYT Office</p> <p><i>Admin Aide</i> Accounting Office</p>
5. None	<p>10. Review and sign OP</p> <p>10.1 Retain one copy each of PSR and OP</p> <p>10.2 Issue 1 copy of OP and 2 copies of PSR</p>	None	3 minutes	<i>Accountant</i> Accounting Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level Room 310	<p>11. Check amount if conforms with OP and PSR</p> <p>11.1 Encode information and generate OR in triplicate</p> <p>11.2 Sign and issue OR with 2 copies of PSR</p>	Php 270.00	8 minutes	<i>Admin Officer Budget & Treasury Office</i>
7. Return to TSD-ICYT Office, 1st Level Room 101	12. Secure an original copy of PSR. Provide OR and duplicate copy of PSR to client	None	1 minute	<i>Receiving Officer TSD-ICYT Office</i>
8. None	13. Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)	None	2 minutes	<i>Receiving Officer TSD-ICYT Office</i>
9. None	14. Review, assign technical staff and sign JO	None	3 minutes	<i>Head, MCPS TSD-ICYT Office</i>
10. None	<p>15. Issue JO with materials to the concerned technical staff at Mechanical Processing Unit</p> <p>16. Receive and sign JO</p>	None	<p>5 minutes</p> <p>2 minutes</p>	<p><i>Receiving Officer TSD-ICYT Office</i></p> <p><i>Unit Head-MPU TSD-ICYT Office</i></p>

CLIENT STEPS	PTRI ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. None	17. Preparation of warp and loading of warped blended cotton and NTF yarns on handloom equipment (Beaming to Tying Process)	None	16 hours	<i>SRS and/or SR Analyst</i> Weaving Studio
12. None	18. Weaving process	None	8 hours	<i>SRS and/or SR Analyst</i> Weaving Studio
13. None	19. Unloading of handwoven fabric from the handloom equipment	None	30 minutes	<i>SRS and/or SR Analyst</i> Weaving Studio
14. None	20. Weighing and packaging of handwoven fabric	None	30 minutes	<i>SRS and/or SR Analyst</i> Weaving Studio
15. None	21. Accept process material and inform Customer	None	5 minutes	<i>Receiving Officer</i> TSD-ICYT Office
TOTAL PROCESSING TIME:		Php 270.00	3 days, 2 hours, 6 mins	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fills out the Customer Satisfaction Feedback (CSF) Form and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares the CSF monthly/quarterly report and submits it to the Division Chief. The Division Chief submits the report to the Quality Management Representative (QMR).
How to file a complaint	Client fills-out the Customer Complaints Form. Client must ensure to provide the following: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence Client submits the Customer Complaints Form to the ROs.
How complaints are processed	The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits it to the Head of the Agency for appropriate action. <i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.
Contact information	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptritestlab@ptri.dost.gov.ph Mobile/Telegram/Viber: 09166389760
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CBB: 0908-881-6565 (SMS)

PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS - HIGHLY TECHNICAL

Spinning Services with Sizing: 150-kg processing materials (100% cotton)

Description: Conversion of 100% cotton fibers into yarns through spinning process and application of sizing chemicals on the yarns produced to improve its strength suitable for weaving;

Office or Division	Technical Services Division – ICYT	
Classification	Highly Technical	
Type of Transaction	G2G; G2B; G2C	
Who may Avail	MSMEs, Social Enterprise, Government, Academe	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Textile material (fibers) • TSD Form No. 001 Processing Service Request Form (1 original, 2 duplicate) • Order of Payment (1 original, 1 duplicate) • Official Receipt 		<ul style="list-style-type: none"> • To be provided by client to TSD Receiving Officer • TSD-ICYT Office, 1st Level Room 101 • Accounting Section, 3rd Level Room 309 • Treasury Section Room, 3rd Level Room 310

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer inquiry via walk-in or online transaction	1. Assist customers request and, refer to the technical staff 2. Evaluate customer request 3. Instructs customer to fill out the online SRIS (Part 1 of TSD Form No.001 "Processing Services Request, PSR)	None	15 minutes	<i>Receiving Officer TSD-ICYT Office</i> <i>Head, MCPS TSD-ICYT Office</i> <i>Receiving Officer TSD-ICYT Office</i>

<p>2. Submit request through Service Requests Registration Information System (SRIS) at https://services.dost-ptri.com/pages/index.php</p> <p>Note: Returning customers will only need to input their registered email address in the SRIS to directly proceed with service requests.</p>	<p>copies Original -Receiving Office 2nd copy - Customer 3rd copy – Acctg Section</p> <p>3.1 Fill out Part 2 of TSD Form Nos. 001 and signs “Received by” portion</p> <p>3.2 Checks completeness of information</p>			<p><i>Officer TSD-ICYT Office</i></p>
<p>3. Walk-in customer/s, signs the printed TSD Form Nos. 001 (PSR). For online payments, customers are required to pay in full via the Link.Biz Portal of Landbank's e-payment facility before presenting the PSR. Send Proof of payment via email or viber (09624433729)</p>	<p>3.3 Sign “Received by” portion of Section II</p> <p>3.4. Review and sign PSR</p> <p>3.5 Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>Receiving Officer TSD-ICYT Office</i></p>
<p>4. Secure order of payment from Accounting Section at the Accounting Section, 3rd Level, Room 309</p>	<p>4.1 Encode information in Accounting Module</p> <p>4.2 For online transactions, forward PSR to Accounting for OP and Cashier for issuance of receipt.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Admin Aide Accounting Office</i></p> <p><i>Receiving Officer TSD-ICYT Office</i></p>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002.			<i>Admin Aide</i> Accounting Office
5. None	5. Review and sign OP 5.1 Retain one copy each of PSR and OP 5.2 Issue 1 copy of OP and 2 copies of PSR	None	3 minutes	<i>Accountant</i> Accounting Office
6. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level Room 310	6. Check amount if conforms with OP and PSR 6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of PSR	Spng = Php 110.00/kg Sizing = Php 135.00/kg	8 minutes	<i>Admin Officer</i> Budget & Treasury Office
7. Return to TSD-ICYT Office, 1st Level Room 101	7. Secure an original copy of PSR. Provide OR and duplicate copy of PSR to client	None	7 minute	<i>Receiving Officer</i> TSD-ICYT Office
8. None	8. Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> TSD-ICYT Office
9. None	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Head, MCPS</i> TSD-ICYT Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. None	14. Issue JO with materials to the concerned technical staff at Mechanical Processing Unit	None	5 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	15. Receive and sign JO	None	2 minutes	<i>Sr. SRS-MPU</i> TSD-ICYT Office
11. None	. Loading of blended fibers in Blowroom Machine Opening of cotton and natural textile fiber	None	2 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
9. None	13. Unloading and transport of picker laps and feeding to Carding Machine	None	1.6 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
10. None	14. Carding process	None	16 hours	<i>SRS / SR Assistant/ designated laboratory aide</i> Spinning Studio
11. None	15. Unloading and transport of carded sliver from Carding Machine to Drawframe including feeding	None	20 minutes	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
12. None	16. Drawing process (2 pass)	None	3 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
13. None	17. Unloading and transport of drawn sliver to Roving Frame including feeding	None	1.5 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio

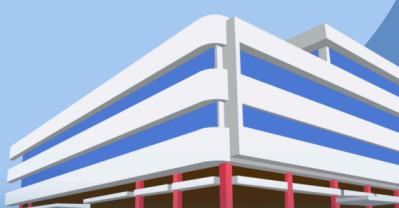
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
14. None	18. Roving process	None	8 hours	<i>SRS / SR Assistant/ designated laboratory aide</i> Spinning Studio
15. None	19. Unloading and transport of roving to Ring Frame including feeding	None	1.8 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
16. None	20. Set-up of roving to Ring Frame	None	32 hours	<i>SRS / SR Assistant/ designated laboratory aide</i> Spinning Studio
17. None	21. Ring spinning process	None	24 hours	<i>SRS / SR Assistant/ designated laboratory aide</i> Spinning Studio
18. None	22. Unloading and transport ring spun yarns to Winding Machine including feeding	None	50 minutes	
19. None	23. Winding into cone	None	16 hours	
20. None	24. Unloading and feeding of yarns to Sizing Machine	None	5 hours	
21. None	25. Sizing process	None	40 hours	
22. None	26. Weighing and packaging of yarns	None	2.7 hours	
TOTAL PROCESSING TIME:		Php 36,750	19 days, 2 hours, 43 mins	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fills out the Customer Satisfaction Feedback (CSF) Form and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares the CSF monthly/quarterly report and submits it to the Division Chief. The Division Chief submits the report to Quality Management Representative (QMR).
How to file a complaint	Client fills-out the Customer Complaints Form. Client must ensure to provide the following: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence Client submits the Customer Complaints Form to the ROs.
How complaints are processed	The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits it to the Head of the Agency for appropriate action. <i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.
Contact information of PTRI	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptritestlab@ptri.dost.gov.ph Mobile/Telegram/Viber: 09166389760
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CBB: 0908-881-6565 (SMS)

SERVICE REQUESTS REGISTRATION INFORMATION SYSTEM

Service Requests Registration Information System (SRIS) is developed to align with the government's program on Ease of Doing Business/Streamlining of Processes.

The SRIS is a web-based system that enables the public to submit their online request in availing of PTRI services i.e., laboratory testing and analysis, textile processing, technical training, and facility tour.



Choose a Service

Select from the dropdown below the service you want to avail of

TSD ICYT Processing Services

Click the proceed button after choosing

PROCEED

LANDBANK E-PAYMENT FACILITY (Pay here)



Click this link above

Or Book an Appointment

Customer Profile

* Input fields without border color are required

Please take note that the details needed below are for the Requesting Official

First Name	Last Name			
E-mail	Designation/Position			
Mobile Number E.g (09061234567)	Fax Number E.g (88123456)	N/A	Age	Gender
Type of Client				
Company Name				

Company Address

Region	Province	Municipality	
Number, Block, Lot, Building Name, Street		Barangay	Telephone Number E.g.(88881234)
How did you know of PTRI Services?			
TSD Lab Services			
Sample Description			

I have read and agreed to the [terms of service](#).

SUBMIT



TSD Form No. 001
Rev. 4/04-10-21



Republic of the Philippines
DEPARTMENT OF SCIENCE AND TECHNOLOGY
PHILIPPINE TEXTILE RESEARCH INSTITUTE
TECHNICAL SERVICES DIVISION
General Santos Avenue, Bicutan, Taguig City, 1631 Philippines
Tel Nos. (632) 837-2071 to 82 loc. 2369 Telefax No. (632) 837-1157
<http://www.ptri.dost.gov.ph> / Email: ptri.icyt@gmail.com

PROCESSING SERVICES REQUEST

PART 1 (To be filled out by customer)

Requesting Official/Person: _____ Date/Time: _____
Company/School/Project: _____ Designation: _____
Address: _____ Province: _____
Email: _____ Fax No: _____ Contact No. _____

Type of Client: _____ Gender: _____ Age: _____
 Academe Male
 Government Female
 Non-Government Organizations
 Private Companies
 Individual

PART 2 (To be filled out by Receiving Officer)

Sample description: _____ Reference No.: _____
Type of sample: _____ Sample No.: _____
 fibers garments Due Date: _____
 yarns fabrics
others, specify: _____

SERVICE REQUEST	WEIGHT/QTY	UNIT FEE	TOTAL FEES

OP No. _____ Date: _____ Sub Total PhP _____
Official Receipt No. _____ Date: _____ Discount _____
Total PhP _____

	SIGNATURE	DATE
Customer/ Authorized Representative		
Received by:		
Reviewed by:		

Please refer at the back page for the terms and conditions

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

▼
Students/Academe

INSTRUCTIONS: Mark your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency / office including its requirements, fees, and processing times among others.

[CC1] Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office.






[CC2] If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

[CC3] If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

INSTRUCTIONS: For SQD 0-8, please mark the column that best corresponds to your answer.

	 Strongly Agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly Disagree	N/A Not Applicable
SQD0 I am satisfied with the service that availed.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1 I spent a reasonable amount of time for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2 The office followed the transaction's requirements and steps based on the information provided.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3 The steps (including payment) I needed to do for my transaction were easy and simple.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4 I easily found information about my transaction from the office or its website.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5 I paid a reasonable amount of fees for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6 I feel the office was fair to every one, or "walang palakasan", during my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7 I was treated courteously by the staff, and (if asked for help) the staff was helpful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8 I got what I needed from the government office, or (if denied) denial of request was sufficiently explain to me.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

Students/Academe
▼

How would you rate our services?

Dimension	Description	Outstanding	Very Satisfactory	Satisfactory	Needs Improvement	Poor	Not Applicable
RESPONSIVENESS	Prompt, and courteous response to customer's request	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
	Appropriate response to customer's request	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
	Flexibility to address concerns of the customer	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
RELIABILITY	Timeliness of services provided	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
	Quality of services provided	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
ACCESS	Physical accessibility	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
	Online dissemination of information via website	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
FACILITIES	Availability of elevator, ramp for the differently-abled person, etc	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
	Cleanliness of the facilities	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
	Safety of the facilities	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
	Well ventilated facilities	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
COMMUNICATION	Clarity of information on the services rendered	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
	Form is easy to understand/follow	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
	Clearly explain the test results and sample products provided	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○
COSTS	No hidden fees or additional charges	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★★★	○ ○

INTEGRITY	Transparency of the transactions/procedures or adherence to the Citizen's Charter(e.g. First Come, First Serve Policy, No Noon Break)	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
	Protection of confidential information (Data Privacy Act)	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
	Adherence to Civil Service Code of Ethics and Ethical Standards	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
ASSURANCE	Staff is knowledgeable of the process and other relevant information	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
	Staff appears neat and professional	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
OUTCOME	Satisfied with the overall service provided	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘

Feedback:

Net Promoter Score:

How likely would you recommend our services to others

0 = Not At All Likely - 5 = Extremely Likely

○ 0 ○ 1 ○ 2 ○ 3 ○ 4 ● 5

Areas for improvement

Other comments/suggestions

I have read and agreed to the [terms of service](#).

PREVIOUS

SUBMIT FEEDBACK FORM



PTRI Form No. 003
Rev. 2/15-05-17

Department of Science and Technology
PHILIPPINE TEXTILE RESEARCH INSTITUTE

CUSTOMER FEEDBACK FORM

Control No. _____ Date: _____	
To: _____ (Concerned Head)	

(Division)	
From: _____ (Name of Complainant)	
Company: _____	
Address: _____	
Contact No.: _____	
<i>Particulars of Complaints</i>	
_____ <i>Signature of Complainant</i>	
Received by: _____	
Date: _____	
Noted By/Date: _____ <i>Division Chief</i>	

Technical Service Division Training Services

REGULAR TRAINING SERVICE

Description: In- house training courses offered by the DOST - PTRI for the year. These training courses have standardized design / modules. Minimum and maximum number / target participants and training fee are determined.

Office of Division	Technical Services Division – ICYT	
Classification	Simple	
Type of Transaction	G2G; G2B; G2C	
Who may Avail	MSMEs, Social Enterprise, Government, Academe	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> ● Letter of Intent/TSD Form 023 Training Services Request and TSD Form 015 Training Service Fee (2 original copies) ● Accounting Form 002 Order of Payment (1 original, 1 duplicate) ● Official Receipt (1 original, 1 duplicate) ● TSD Form 022 Training Contract (School/ University) / TSD Form 019 Tech Transfer Agreement (Company) (2 original copies) ● TSD Form 021 Company Profile (1 copy only) ● TSD Form 016 Attendance Sheet (1 copy only) ● TSD Form 017 Registration form (1 copy each) ● TSD Form 018 Course and Resource Speakers Evaluation Form (1 copy each) ● Training Certificates (1 copy each) 	<ul style="list-style-type: none"> ● TSD-ICYT Office, 1st Level Room 101 ● Accounting Section, 3rd Level Room 309 ● Treasury Unit, 3rd Level Room 310 ● TSD-ICYT Office, 1st Level Room 101 ● TSD-ICYT Office, 1st Level Room 101 ● Designated training venue ● TSD-ICYT Office, 1st Level Room 101 ● Designated training venue ● TSD-ICYT Office, 1st Level Room 101

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit signed TSD Form 022 Training Contract/ TSD Form 019 Technology Transfer Agreement based on agreed/confirmed training schedule, and Company/ Individual Profile at the TSD-ICYT Office, 1st Level Room 101</p>	<p>1. Collect the signed Training Contract/ Technology Transfer Agreement and Company Profile / Individual Profile</p>	None	1 minute	<p><i>SRA/Training Officer</i> <i>TSD-ICYT Office</i></p>
<p>2. Received letter request. Fill out TSD Form 015 Training Service Fee at the TSD-ICYT Office, 1st Level Room 101</p>	<p>2. Check completeness of information and sign. 3. Review entries and sign TSF. 4. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)</p>	None	<p>3 minutes 2 minutes 2 minutes</p>	<p><i>SRA/Training Officer</i> <i>TSD-ICYT Office</i> <i>Head TSD TSD-ICYT Office</i> <i>Training Officer</i> <i>TSD-ICYT Office</i></p>
<p>3. Secure order of payment from Accounting Section at the Accounting Office 3rd Level Room 309</p>	<p>5. Encode information in Accounting Module of ULIMS 5.1 Generate 2 copies of Order of Payment 5.2 FAD-Accounting Form No. 002</p>	Refer to attached training service fee matrix	10 minutes	<p><i>Administrative Aide</i> <i>Accounting Office</i></p>
	<p>6. Review and sign OP</p>		3 minutes	<p><i>Accountant</i> <i>Accounting Office</i></p>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.1 Retain one copy each of SRF and OP 6.2 Issue 1 copy of OP and 2 copies of SRF			
4. Pay the required fees to the Budget and Treasury Section Room, 3 rd Level Room 310	7. Check amount if conforms with OP and SRF 7.1 Encode information and generate OR in triplicate 7.2 Sign and issue OR with 2 copies of SRF	Refer to attached training service fee matrix	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office
5. Present the OR to the Training Officer at TSD-ICYT Office, 1 st Level Room 101	8. Convey the participants to the training venue	None	6 minutes	<i>SRA/Training Officer</i> TSD-ICYT Office
6. Fill out the TSD Form 017 Registration form and submit to the Training Officer.	9. Review completeness of information	None	5 minutes	<i>SRA/Training Officer</i> TSD-ICYT Office
7.1 Sign in the TSD Form 016 Attendance Sheet daily during the duration of the training designated training venue 7.2 Participate in training activity at the designated training venue	10. Orient the participants regarding the Training House Rules 10.1 Implement training specified in the course design	None	1 - 10 days For complete details, refer to the Matrix of Training	<i>SRA/Training Officer</i> TSD-ICYT Office <i>See Matrix of Training</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. After the training, fill out and submit the TSD Form 018 Course and Resource Speakers Evaluation Form at the designated training venue Online Form is available.	11. Review completeness of information and consolidate the filled-out TSD Form 018 Course and Resource Speakers Evaluation Form	None	5 minutes	<i>SRA/Training Officer</i> TSD-ICYT Office
9. Receive and acknowledge the Training Certificates in the attendance sheet form at the TSD-ICYT Office, 1 st Level Room 102 Online form is available.	12. Awarding of Certificates	None	5 minutes	<i>SRA/Training Officer</i> TSD-ICYT Office
10. Submit notarized TSD Form 022 Training Contract/ TSD Form 019 Technology Transfer Agreement based on agreed/confirmed training schedule, and Company/ Individual Profile at the TSD-ICYT Office, 1 st Level Room 101	13. Collect the notarized Training Contract/ Technology Transfer Agreement and Company	None	1 minute	<i>SRA/Training Officer</i> <i>TSD-ICYT Office</i>
TOTAL PROCESSING TIME			51 min + training duration	



SCHEDULE OF TECHNICAL TRAINING FEES

Title of Training Course	Number of Hours	Venue	Fee (Php)
SERICULTURE			
Extraction and Application of Natural Dyes	24	PTRI	1,250.00 per participant
FIBER TESTING AND EVALUATION			
Physical Testing and Evaluation of Cotton Fibers	16	PTRI	935.00 per participant
Physical Testing and Evaluation of Other Natural Fibers (<i>Ramie, Flax, Abaca, etc</i>)	12	PTR	1,025.00 per participant
Physical Testing and Evaluation of Manmade Fibers	12	PTRI	1,500.00 per participant
Chemical Testing and Evaluation of Textile Fibers	16	PTRI	1,450.00 per participant
YARN TESTING AND EVALUATION			
Physical Testing and Evaluation of Spun and Filament Yarns	24	PTRI	1,980.00 per participant
Physical Testing and Evaluation of Sewing Threads	12	PTRI	1,050.00 per participant
Chemical Testing and Evaluation of Yarns	16	PTRI	915.00 per participant
FABRIC TESTING AND EVALUATION			
Physical Testing and Evaluation of Fabrics	32	PTRI	3,775.00 per participant
Carpet Testing	6	PTRI	2,375.00 per participant
Physical Testing and Evaluation of Other Textile Products (upholstery materials, nonwovens, etc)	12	PTRI	1,025.00 per participant
Chemical Testing and Evaluation of Fabrics	20	PTRI	1,050.00 per participant
SPINNING TECHNOLOGY			
Basic Cotton Spinning	16	PTRI	600.00 per participant
Yarn Manufacturing	40	PTRI	2,000.00 per participant
WEAVING TECHNOLOGY			
Orientation to Powerloom Weaving	24	PTRI	1,000.00 per participant
Powerloom Weaving Technology	40	PTRI	1,565.00 per participant
Basic Handloom Weaving	40	PTRI	1,760.00 per participant
Advance Handloom Weaving	40	PTRI	1,760.00 per participant
Silk Handloom Weaving	80	PTRI	3,850.00 per participant



PTRI
PHILIPPINE TEXTILE RESEARCH INSTITUTE

Title of Training Course	Number of Hours	Venue	Fee (Php)
KNITTING TECHNOLOGY			
Orientation to Knitting Technology	16	PTRI	1,190.00 per participant
Knitting Technology	24	PTRI	1,820.00 per participant
FINISHING			
Dyeing of Cellulosic Fibers (Ramie, Cotton, Jute, Linen, Rayon, etc)	16	PTRI	750.00 per participant
Advance Course on Dyeing of Cellulosic Fibers	32	PTRI	1,500.00 per participant
Dyeing of Indigenous Fibers (Buntal, Abaca, Nito, Sagisi, etc)	16	PTRI	680.00 per participant
Advance Course on Dyeing of Indigenous Fibers	32	PTRI	1,400.00 per participant
Dyeing of Synthetic Fibers	16	PTRI	775.00 per participant
Pinukpok Fabric Production	6	PTRI	385.00 per participant
Textile Finishing Technology	40	PTRI	1,680.00 per participant
Tie Dyeing	16	PTRI	750.00 per participant

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fills out the Customer Satisfaction Feedback (CSF) Form and Course and Resource Speakers Evaluation Form (CRSEF) and submit to the Training Officer.
How feedback is processed	Every quarter the Training Officer processes the CRSEF and prepares CRSEF quarterly report and submits to the Head TSD. The Head TSD submits the report to Quality Management Representative (QMR).
How to file a complaint	Client fills out the Customer Complaint Form (CCF). Client must ensure to provide the following: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence Client submits the CCF to the Training Officer.
How complaints are processed	The Training Officer forwards the client complaint to the Head TSD. The Head TSD evaluates the validity of complaint and when found to be of merit, recommend and implement a corrective action, then provide feedback to the client.
Contact Information of PTRI	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptridost47@gmail.com Telephone: 8837-1325 88372071 local 2362
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CBB: 0908-881-6565 (SMS)

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

Students/Academe

INSTRUCTIONS: Mark your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency / office including its requirements, fees, and processing times among others.

[CC1] Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office.






[CC2] If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

[CC3] If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

INSTRUCTIONS: For SQD 0-8, please mark the column that best corresponds to your answer.

	 Strongly Agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly Disagree	N/A Not Applicable
SQD0 I am satisfied with the service that availed.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1 I spent a reasonable amount of time for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2 The office followed the transaction's requirements and steps based on the information provided.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3 The steps (including payment) I needed to do for my transaction were easy and simple.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4 I easily found information about my transaction from the office or its website.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5 I paid a reasonable amount of fees for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6 I feel the office was fair to every one, or "walang palakasan", during my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7 I was treated courteously by the staff, and (if asked for help) the staff was helpful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8 I got what I needed from the government office, or (if denied) denial of request was sufficiently explain to me.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

Students/Academe ▼

How would you rate our services?

Dimension	Description	Outstanding	Very Satisfactory	Satisfactory	Needs Improvement	Poor	Not Applicable
RESPONSIVENESS	Prompt, and courteous response to customer's request	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Appropriate response to customer's request	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Flexibility to address concerns of the customer	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
RELIABILITY	Timeliness of services provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Quality of services provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
ACCESS	Physical accessibility	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Online dissemination of information via website	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
FACILITIES	Availability of elevator, ramp for the differently-abled person, etc	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Cleanliness of the facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Safety of the facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Well ventilated facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
COMMUNICATION	Clarity of information on the services rendered	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Form is easy to understand/follow	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Clearly explain the test results and sample products provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘
COSTS	No hidden fees or additional charges	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ⊘

INTEGRITY	Transparency of the transactions/procedures or adherence to the Citizen's Charter(e.g. First Come, First Serve Policy, No Noon Break)	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
	Protection of confidential information (Data Privacy Act)	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
	Adherence to Civil Service Code of Ethics and Ethical Standards	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
ASSURANCE	Staff is knowledgeable of the process and other relevant information	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
	Staff appears neat and professional	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘
OUTCOME	Satisfied with the overall service provided	* ★★★★★	○ ★★★★★	○ ★★★★★	○ ★★★	○ ★	○ ⊘

Feedback:

Net Promoter Score:

How likely would you recommend our services to others

0 = Not At All Likely - 5 = Extremely Likely

○ 0 ○ 1 ○ 2 ○ 3 ○ 4 ● 5

Areas for improvement

Other comments/suggestions

I have read and agreed to the [terms of service](#).

PREVIOUS

SUBMIT FEEDBACK FORM



Republic of the Philippines
Department of Science and Technology
PHILIPPINE TEXTILE RESEARCH INSTITUTE
Bicutan, Taguig City

COURSE AND RESOURCE SPEAKERS' EVALUATION

COURSE TITLE: _____ DATE OF TRAINING: _____

VENUE: _____

INSTRUCTION: Please rate the effectiveness of this course by providing the answer and checking the appropriate box when necessary. Your honest and objective evaluation will help us improve our future programs.

(5-Outstanding, 4-Very Satisfactory, 3-Satisfactory, 2-Fair, 1-Poor)

I. Access & Facilities

	5	4	3	2	1
1. Physical accessibility					
2. Online dissemination of information website					
3. Cleanliness of the facilities					
4. Safety of the facilities					
5. Well ventilated facilities					

II. Reliability | Course

	5	4	3	2	1
1. Achievement of Course Objectives					
2. Organizations of Topics					

III. Cost

	5	4	3	2	1
1. No Hidden fees or additional charges					

IV. A. Assurance | Resource Person

Name: _____

	5	4	3	2	1
1. Mastery of the subject matter					
2. Clarity in answering questions					
3. Effectiveness of training materials/audio visual					
4. Total(1-5 rating, 5 being the highest) speaking ability					
5. Method of instruction					
6. Time Management					
7. Sensitivity to Participants' Needs					
8. Staff appears neat and professional					

B. Assurance | Asst. Resource Person

Name: _____

	5	4	3	2	1
1. Knowledge of the subject matter					
2. Sensitivity of participants needs					
3. Flexibility and adaptability to the environment					
4. Staff appears neat and professional					

V. Outcome | Course

	5	4	3	2	1
1. Satisfied with the overall service provided					

COMMENTS RECOMMENDATIONS



PTRI Form No. 003
Rev. 2/15-05-17

Department of Science and Technology
PHILIPPINE TEXTILE RESEARCH INSTITUTE

CUSTOMER FEEDBACK FORM

Control No. _____ Date: _____	
To: _____ (Concerned Head)	

(Division)	
From: _____ (Name of Complainant)	
Company: _____	
Address: _____	
Contact No.: _____	
<i>Particulars of Complaints</i>	
_____ <i>Signature of Complainant</i>	
Received by: _____	
Date: _____	
Noted By/Date: _____ <i>Division Chief</i>	

**Research and Development Division
Natural Fiber Utilization Section**

External Services

NATURAL FIBER DEGUMMING

Description: Degumming is a method which involves removal of cellulosic parts from plant fibers before its use for textile manufacture. Examples of fibers which can be degummed are pineapple, banana, and abaca. For this procedure, 65 kilograms of natural fibers was considered.


Office of Division	Research and Development Division – Natural Fibers Utilization Section (RDD-NFUS)
Classification	Highly Technical
Type of Transaction	G2G; G2B; G2C
Who may Avail	MSMEs, Social Enterprise, Government, Academe
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> • Raw material (at least 65 kilograms) • RDD Form No. 001 Service Request Form (1 original, 2 duplicate) • Order of Payment (1 original, 1 duplicate) • Official Receipt 	
WHERE TO SECURE	
<ul style="list-style-type: none"> • To be secured by client to RDD Receiving Officer • RDD Office, 2nd Level Room 203 • Accounting Section, 3rd Level Room 309 • Budget and Treasury Section, 3rd Level Room 310 	

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 nd Level Room 203 through Service Requests Registration Information System (SRIS) at https://services.dost-ptri.com/pages/index.php	1. Check completeness of information	None	7 minutes	<i>Receiving Officer</i> RDD Office
	1.1 Fill out Section II for the type and cost of service and forward to Section Head. 1.2 Sign “Received by” portion of Section II		5 minutes	<i>Section Head</i> RDD Office
	2. Review entries and sign SRF			

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign Section II of SRF	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office
2. Secure order of payment at the Accounting Section, 3 rd Level Room 30	4. Encode information in Accounting Module of ULIMS	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002		3 minutes	<i>Accountant</i> Accounting Office
	5. Review and sign OP			
	5.1 Retain one copy each of SRF and OP			
	5.1 Issue 1 copy of OP and 2 copies of SRF			
3. Pay the required fees to the Budget and Treasury Section, 3 rd Level Room 310	6. Check amount if conforms with OP and SRF	Pineapple – 8,020.00/ batch	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office
	6.1 Encode information and generate OR in triplicate	Banana- 15,516.00/ batch		
	6.2 Sign and issue OR with 2 copies of SRF	Abaca – 13,653.00/ batch		

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present OP and OR to Receiving Officer to RDD Office, 2 nd Level Room 203	7. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	<i>Receiving Officer</i> RDD Office
None	8. Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> RDD Office
None	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Section Head</i> RDD Office
None	10. Issue JO with materials to the concerned technical staff at NFUS Building Staff Room 2 nd Level)	None	5 minutes	<i>Receiving Officer</i> RDD Office
None	11. Receive and sign JO	None	2 minutes	<i>Processing/ Technical Personnel</i> NFUS Office
None	12. Produce steam using boiler required for production (See attached WI-RDD-SPU 08-02) 12.1 Proceed with degumming (See attached WI-RDD-NFU 08-07)	None	2 hours 2 days	<i>Processing/ Technical Personnel</i> NFUS Building
	12.2 Unload the material and sundry 12.3 Weigh and pack degummed fibers		6 days 1 day	

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	13. Turn over processed materials to Receiving Officer for release to Customer	None	3 minutes	<i>Releasing Officer</i> NFUS Office
6. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 nd Level Room 203	14. Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
7. Fill out feedback form	15. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Receiving Officer</i> RDD Office
TOTAL PROCESSING TIME:		Pineapple – 8,020.00/ batch Banana- 15,516.00/ bat ch Abaca – 13,653.00/ batch	10 days, 3 hours and 8 minutes	

	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-NFU 08-07
	WORK INSTRUCTIONS MANUAL	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
SECTION	OPERATION	EFFECTIVITY DATE	15 May 2017
SUBJECT	FIBER DEGUMMING		

PERSON RESPONSIBLE:

- Science Research Specialist II

STEPS:

- 1.0 Fire the boiler to produce the steam required for processing. Refer to WI-RDD-SPU 08-02.
- 2.0 Turn on the Air Compressor.
- 3.0 Turn on the main power switch of the control panel.
- 4.0 Switch on the compressor pump.
- 5.0 If air pressure is sufficient, open the valve of the air tank.
- 6.0 Unlock and open the kier cover using the pneumatic switches on the control panel.
- 7.0 Load the material to the carrier/basket.
- 8.0 Load the basket into the kier.
- 9.0 Remove the protecting cone and screw down the carrier retaining nut.
- 10.0 Fill the machine with water through the pneumatic transfer valve on the control panel, after 1 minute start the main motor.
- 11.0 When the desired water level is achieved, close the valve and stop the motor.
- 12.0 Put the required amount of chemicals.
- 13.0 Close and lock the kier cover using the pneumatic switches on the control panel.
- 14.0 Start the main and secondary pumps.
- 15.0 To add water, open the valve above the expansion tank.
- 16.0 Open the steam valve to heat the solution to desired temperature.
- 17.0 Proceed with degumming.
- 18.0 Stop the motors and open the pneumatic drain valve to drain/drop the spent solution after the required time.
- 19.0 Fill the machine with water to wash the material, see step 10.
- 20.0 Open the machine, see step 6.
- 21.0 Unload the material.
- 22.0 Switch off the machine.

Prepared by:  SRS II	Approved by: Section Head
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FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Customer fills-out Customer Satisfaction Feedback Form through SRIS
How feedback is processed	<p>Statistical data and Customer Satisfaction Index (CSI) is automatically generated through SRIS.</p> <p>Gap analysis report is prepared to determine priorities for improvement.</p>
How to file a complaint	Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the form. Filled-out form is submitted to the Receiving Officer for consolidation.
How complaints are processed	Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.
Contact information of PTRI	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptridost47@gmail.com Telephone: 8837-1349 88372071 local 2367
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CBB: 0908-881-6565 (SMS)

FIBER EXTRACTION (DECORTICATION)

Description: Fiber extraction, also called decortication, is a common procedure in the extraction of natural fibers from plant materials which involves crushing of fibers, washing of fiber debris, and drying. For this process, 10 kilograms of raw material was considered.

Office of Division	Research and Development Division – Natural Fibers Utilization Section (RDD-NFUS)
Classification	Complex
Type of Transaction	G2G; G2B; G2C
Who may Avail	MSMEs, Social Enterprise, Government, Academe
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Raw material (at least 10 kilograms) RDD Form No. 001 Service Request Form (1 original, 2 duplicate) Order of Payment (1 original, 2 duplicate) Official Receipt 	WHERE TO SECURE
	<ul style="list-style-type: none"> To be provided by client to RDD Receiving Officer RDD Office, 2nd Level Room 203 Accounting Section, 3rd Level Room 309 Treasury Section Room, 3rd Level Room 310

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 nd Level Room 203 through Service Requests Registration Information System (SRIS) at https://services.dost-ptri.com/pages/index.php	1. Check completeness of information	None	7 minutes	<i>Receiving Officer</i> RDD Office
	1.1 Fill out Section II for the type and cost of service and forward to Section Head. 1.2 Sign “Received by” portion of Section II 2. Review entries and sign SRF			5 minutes
1.1. Sign Section II of SRF	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure order of payment at the Accounting Section, 3 rd Level Room 309	4. Encode information in Accounting Module of ULIMS 4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	5. Review and sign OP 5.1 Retain one copy each of SRF and OP 5.2 Issue 1 copy of OP and 2 copies of SRF		3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to the Budget and Treasury Section, 3 rd Level Room 310	6. Check amount if conforms with OP and SRF 6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of SRF	145.00/hr	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office
4. Present OP and OR to Receiving Officer to RDD Office, 2 nd Level Room 203	7. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	<i>Receiving Officer</i> RDD Office
None	8. Accomplish 2 copies of Job Order	None	2 minutes	<i>Receiving Officer</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(JO) Form (RDD Form No. 002)			RDD Office
None	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Section Head</i> RDD Office
None	10. Issue JO with materials to the concerned technical staff at NFUS Building Staff Room 2 nd Level)	None	5 minutes	<i>Receiving Officer</i> RDD Office
None	11. Receive and sign JO	None	2 minutes	<i>Technical Personnel</i> NFUS Office
None	12. Weigh raw material 12.1 Extract fiber using Decorticating Machine (See attached WIRDD-NFU 08-01)		30 minutes 1 hour	<i>Technical Personnel</i> NFUS Building
	12.3 Wash fibers and remove of excess water using Hydro Extractor (See attached WIRDD-NFU 08-02) 12.4 Drying of fibers 12.5 Weighing and packaging of fibers		30 minutes 4 days 30 minutes	
None	13 Turn over processed materials to SRA for release to Customer	None	3 minutes	<i>Releasing Officer</i> NFUS Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 nd Level Room 203	14. Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
7. Fill out feedback form	15. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Releasing Officer</i> RDD Office
TOTAL PROCESSING TIME:		145.00/ hr	4 days, 3 hours and 38 minutes	

	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-NFU 08-01
	WORK INSTRUCTIONS MANUAL	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
SECTION	OPERATION	EFFECTIVITY DATE	15 May 2017
SUBJECT	FIBER EXTRACTION (DECORTICATION)		

PERSON RESPONSIBLE:

- Science Aide

STEPS:

- 1.0 Weigh the plant material.
- 2.0 Extract the fiber from the plant material using the Decortating Machine.
- 3.0 Wash the fiber.
- 4.0 Remove the excess water by either squeezing or using the Hydroextractor.
Refer to WI-RDD 08-02 ~~Hydroextraction~~
- 5.0 Sun-dry or air-dry the fibers.
- 6.0 Weigh the dried fibers.
- 7.0 Pack the fibers in plastic bags and put a label/sticker indicating the date, name of fiber, source and weight.

Prepared by:  SRS II	Approved by: Section Head
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FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Customer fills-out Customer Satisfaction Feedback Form through SRIS
How feedback is processed	<p>Statistical data and Customer Satisfaction Index (CSI) is automatically generated through SRIS.</p> <p>Gap analysis report is prepared to determine priorities for improvement.</p>
How to file a complaint	Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the form. Filled-out form is submitted to the Receiving Officer for consolidation.
How complaints are processed	Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.
Contact information of PTRI	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptridost47@gmail.com Telephone: 8837-1349 88372071 local 2367
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CBB: 0908-881-6565 (SMS)

**Research and Development Division
Chemicals, Dyes and Auxiliaries and By-Product
Utilization Section**

External Services

COLOR MATCHING FOR NATURAL DYES


Description: Color matching in textiles is a procedure for formulating color recipes until the desired color is obtained. This procedure involves producing fabric based on known or requested color/s through the natural dyeing process and evaluation through colorimetric analysis.

Office of Division	Research and Development Division – Chemicals, Dyes and Auxiliaries and By-Product Utilization Section (RDD-CDABUS)	
Classification	Complex	
Type of Transaction	G2G; G2B; G2C	
Who may Avail	MSMEs, Social Enterprise, Government, Academe	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Textile material (fiber, yarns, fabric) RDD Form No. 001 Service Request Form (1 original, 2 duplicate) Order of Payment Official Receipt 		<ul style="list-style-type: none"> To be provided by client to RDD Receiving Officer RDD Office, 2nd Level Room 203 Accounting Section, 3rd Level Room 309 Treasury Section Room, 3rd Level Room 310

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 nd Level Room 203 through Service Requests Registration Information System (SRIS) at https://services.dost-ptri.com/pages/index.php	1. Check completeness of information	None	7 minutes	<i>Receiving Officer</i> RDD Office
	1.1 Fill out Section II for the type and cost of service and forward to Section Head. 1.2 Sign “Received by” portion of Section II 2. Review entries and sign SRF		5 minutes	<i>Section Head</i> RDD Office
1.1. Sign Section II of SRF	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and sign JO			
None	10. Issue JO with materials to the concerned technical staff at Natural Dyes Laboratory (1 st Level, Room 115)	None	5 minutes	<i>Receiving Officer</i> RDD Office
None	11. Receive and sign JO	None	2 minutes	<i>Processing/ Technical Personnel</i> CDABUS Office
None	12. Pretreatment and mordanting of fabric (See attached WI-RDD-CDA 08-01) 12.1 Conduct three trials of dye extraction and application from selected source (See attached WI-RDD-CDA 08-03, 08-04, 08-05, 08-06) 12.2 Precondition and evaluate dyed samples against desired color through Spectrophotometric analysis using Colorimeter	None	4 hours 3 days 1 day	<i>Processing/ Technical Personnel</i> CDABUS Laboratory
None	12.3 Turn over processed materials to SRA for release to Customer	None	3 minutes	<i>Releasing Officer</i> CDABUS Office
6. Sign in Service	13. Release product to the Customer upon	None	3 minutes	<i>Releasing Officer</i>

CLIENT STEPS	PTRI ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Record Book "Received by" portion at the RDD Office, 2 nd Level Room 203	presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass			RDD Office
7. Fill out feedback form	14. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Receiving Officer</i> RDD Office
TOTAL PROCESSING TIME:		130.00/ shade	4 days 5 hours and 8 minutes	

	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-CDA 08-08
	WORK INSTRUCTIONS MANUAL	REVISION NUMBER	1
PAGE NUMBER		1 of 1	
EFFECTIVITY DATE		May 15, 2017	
SECTION	OPERATION		
SUBJECT	DYE EXTRACTION AND APPLICATION OF PLANT LEAVES		

PERSON RESPONSIBLE:

- Science Aide

STEPS:

1.0 Material Preparation

- 1.1 Refer to WI-RDD-CDA 08-01 Pretreatment of Fibers, Yarns and Fabrics.

2.0 Extraction

- 2.1 Heat the required volume of water using liquor ratio of 1:30.
- 2.2 Weigh exact amount of chopped leaves based on the weight of the material to be dyed and specified dye concentration. For ~~Talisay~~ dyeing, steep the leaves for 24 hours.
- 2.3 Boil the leaves for 30 - 60 minutes, maintaining the volume of the solution by adding hot water.
- 2.4 Filter and set aside for dyeing.

3.0 Dye Application

- 3.1 Heat the filtered extract to an optimum temperature required for the material to be dyed.
- 3.2 Immerse the material in the dye extract. Add ferrous sulfate if black/gray color is desired.
- 3.3 Dye the material for a specified time, depending on the type of material.
- 3.4 Remove the dyed material and wash with anionic detergent
- 3.5 Spin-dry and hang.

Prepared by: SRS II	Approved by: Section Head
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	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-CDA 08-06
	WORK INSTRUCTIONS MANUAL	REVISION NUMBER	1
SECTION		OPERATION	EFFECTIVITY DATE
SUBJECT	DYE EXTRACTION AND APPLICATION OF INDIGO (<u>INDIGOFERA TINCTORIA</u>) LEAVES		

PERSON RESPONSIBLE:

- Science Research Assistant

STEPS:

1.0 Material Preparation

- 1.1 Weigh the material to be dyed.

2.0 Extraction

- 2.1 Weigh exact amount of indigo leaves.
- 2.2 Soak the leaves in water using a liquor ratio of 1:5.
- 2.3 Stand for 48 hours.
- 2.4 Remove the leaves.
- 2.5 Heat the extract to about 40-50°C for 20 minutes with glucose and sodium hydroxide.
- 2.6 Set aside for dyeing.

3.0 Dye Application

- 3.1 Add sodium hydroxide and sodium hydrosulfite to the indigo extract.
- 3.2 Immerse the material to be dyed.
- 3.3 Remove the dyed material and aerate to 10 minutes.
- 3.4 Wash with anionic detergent. (Repeat 3.2-3.4 to attain darker shades)
- 3.5 Spin-dry and hang.

Prepared by: SRS II	Approved by: Section Head
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FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Customer fills-out Customer Satisfaction Feedback Form through SRIS
How feedback is processed	<p>Statistical data and Customer Satisfaction Index (CSI) is automatically generated through SRIS.</p> <p>Gap analysis report is prepared to determine priorities for improvement.</p>
How to file a complaint	Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the Feedback form. Filled-out form is submitted to the Receiving Officer for consolidation.
How complaints are processed	Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p>PTRI: Email: ptri@ptri.dost.gov.ph ptridost47@gmail.com Telephone: 8837-1349 88372071 local 2367 Fax: 8837-1349</p>
Contact information of ARTA, PCC & CBB	<p>ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CBB: 0908-881-6565 (SMS)</p>

OPEN LABORATORY

Description: Open Laboratory is a service which involves use of PTRI facility under a signed agreement. This cooperation will allow the client to employ the methodology indicated in their proposal. Fees will be dependent on utilities, chemicals, and supplied used. This service is open for academe and limited to textile-related researches only.

Office of Division	Research and Development Division – Chemicals, Dyes and Auxiliaries and By-Product Utilization Section (RDD-CDABUS)	
Classification	Highly Technical	
Type of Transaction	G2G; G2B; G2C	
Who may Avail	MSMEs, Social Enterprise, Government, Academe	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Proposal and Letter of Request • RDD Form No. 001 Service Request Form (1 original, 2 duplicate) • Order of Payment • Official Receipt 		<ul style="list-style-type: none"> • To be secured by client • RDD Office, 2nd Floor Room 203 • Accounting Section, 3rd Floor Room 309 • Treasury Section Room, 3rd Floor Room 310

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult technical inquiry based on the proposal at the RDD Office, 2 nd Floor Room 203	1. Receive customer inquiry and refer to concerned Section Head	None	5 minutes	<i>Receiving Officer</i> RDD Office
	2. Evaluate the requirement of the Customer		30 minutes	<i>Division/Section Head /Technical Personnel</i> RDD Office
	3. Inform the customer that request can/cannot be accommodated		2 minutes	<i>Receiving Officer</i> RDD Officer
	3.1 If request can be accommodated, customer is asked to formalize the request through a letter, addressed to the Agency Head.			<i>Receiving Officer</i> RDD Officer

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Discuss the technical details with customer and agree on the scope and details of the request and the terms and conditions.	None	15 minutes	<i>Technical Personnel</i> RDD Office
2. Submits letter of intent address to the Agency Head at HRRMS, 3 rd Floor, Room 314	5. Receive letter of intent, control the document for tracking and upload at PTRI TRACE system.	None	2 minutes	<i>Administrative Officer</i> HRRMS
None	6. Draft reply letter to the request letter and draft Open Laboratory Contract.	None	4 hours	<i>Technical Personnel</i> RDD Office
None	7. Forward draft reply to Agency Head for review and approval at the Office of the Director	None	4 hours	<i>Receiving Officer</i> RDD Office
None	8. Forward documents and signed letters to Records Section for onward transmittal to customer	None	5 minutes	<i>Administrative Assistant</i> Office of the Director
None	9. Coordinate with customer regarding comments/clarifications regarding the Open Laboratory Contract	None	15 minutes	<i>Receiving Officer</i> RDD Office
	9.1. Finalize Open Laboratory Contract		15 minutes	

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Sign Open Laboratory Contract, accomplish other signatories and submit to the Receiving Officer at RDD Office, 2 nd Floor Room 203	10. Sign Open Laboratory Contract	None	4 hours	<i>Division Head RDD Office and Director Office of the Director</i>
None	11. Forward signed documents to HRRMS for notarization	None	5 minutes	<i>Releasing Officer RDD Office</i>
None	12. Notarize Open Laboratory Contract	200.00	1 day	<i>Administrative Officer HRRMS</i>
4. Implement activities at RDD Laboratories, NFUS Building, 1 st Floor or CDABUS Laboratory, Main Building, 1 st Floor Room 117	13. Supervise laboratory activities	None	15 days	<i>Technical Personnel RDD Office</i>
5. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 nd Floor Room 203	14. Check completeness of information	None	7 minutes	<i>Receiving Officer RDD Office</i>
	14.1 Fill out Section II for the type and cost of service and forward to Section Head. 14.2 Sign "Received by" portion of Section II		5 minutes	<i>Section Head RDD Office</i>
15. Review entries and sign SRF				
5.1. Sign Section II of SRF	16. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and	None	5 minutes	<i>Receiving Officer RDD Office</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Cashier for Official Receipt (OR)			
6. Secure order of payment at the Accounting Section, 3 rd Floor Room 309	17. Encode information in Accounting Module of ULIMS 17.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	18. Review and sign OP 18.1 Retain one copy each of SRF and OP 18.2 Issue 1 copy of OP and 2 copies of SRF		3 minutes	<i>Accountant</i> Accounting Office
7. Pay the required fees to the Budget and Treasury Section, 3 rd Floor Room 310	19. Check amount if conforms with OP and SRF 19.1 Encode information and generate OR in triplicate 19.2 Sign and issue OR with 2 copies of SRF	500.00 base fee *additional payment will be added based on the actual consumption of materials/chemicals during the conduct of the experiment	8 minutes	<i>Administrative Officer</i> Budget and Treasury Office
8. Present OP and OR to Receiving Officer to RDD Office, 2 nd Floor Room 203	20. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	<i>Receiving Officer</i> RDD Office

None	21. Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> RDD Office
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	22. Review, assign technical staff and sign JO	None	3 minutes	<i>Section Head</i> RDD Office
None	23. Issue JO to the concerned technical staff at Smart Textile Laboratory (5th Floor) or NFUS Staff Room (2nd Floor)	None	5 minutes	<i>Receiving Officer</i> RDD Office
None	24. Receive and sign JO	None	2 minutes	<i>Technical Personnel</i> RDD Office
None	25. Prepare test report (if necessary) and submits to Section Head for review	None	1 hour	<i>Technical Personnel</i> RDD Office
None	26. Further review the report and sign report.	None	1 hour	<i>Division Head/Section Head</i> RDD Office
9. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 nd Floor Room 203	27. Release reports and material outputs to the customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
10. Fill out feedback form	28. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Receiving Officer</i> RDD Office

TOTAL PROCESSING TIME	200.00 notarization fee *500.00 base fee	18 days and 39 minutes	
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FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Customer fills-out Customer Satisfaction Feedback Form through SRIS
How feedback is processed	Statistical data and Customer Satisfaction Index (CSI) is automatically generated through SRIS. Gap analysis report is prepared to determine priorities for improvement.
How to file a complaint	Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the Feedback form. Filled-out form is submitted to the Receiving Officer for consolidation.
How complaints are processed	Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.
Contact information	For inquiries and follow-up, clients may contact the following PTRI: Email: ptri@ptri.dost.gov.ph ptridost47@gmail.com Telephone: 8837-1349 88372071 local 2367 Fax: 8837-1349
Contact information of ARTA, PCC & CBB	ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CBB: 0908-881-6565 (SMS)



II. Natural Dyes	
A. Yarns/Fibers (max. capacity per batch =1.5 kg)	
Scouring and Bleaching	95.00 /kg
- Annatto	955.00 /kg
- Indigo	1,375.00 /kg
- Mayana	1,388.00 /kg
- Talisay	796.00 /kg
- Yellow Ginger	1,438.00 /kg
- Other dye sources	1,270.00 /kg
B. Pineapple, Pineapple-Silk Fabrics (30" width)	
Scouring and Bleaching	
- Annatto	45.00 /yd
- Indigo	65.00 /yd
- Mayana	75.00 /yd
- Talisay	45.00 /yd
- Yellow Ginger	75.00 /yd
- Other dye sources	60.00 /yd
C. Abaca Fabric (30" width)	
Scouring and Bleaching	20.00 /yd
- Annatto	55.00 /yd
- Indigo	80.00 /yd
- Mayana	85.00 /yd
- Talisay	55.00 /kg
- Yellow Ginger	90.00 /kg
- Other dye sources	75.00 /kg
D. Powder Production (Spray Drying)	
Extraction	150.00 /kg material
Spray Drying	300.00 /3L extract
III. Rental	
Bobbins (blue)	50.00 /month

	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-NUFJ 08-01
	WORK INSTRUCTIONS MANUAL	REVISION NUMBER	1
SECTION		OPERATION	PAGE NUMBER
SUBJECT	FIBER EXTRACTION (DECORTICATION)		
		EFFECTIVITY DATE	15 May 2017

I

PERSON RESPONSIBLE:

- Science Aide

STEPS:

- 1.0 Weigh the plant material.
- 2.0 Extract the fiber from the plant material using the Decortication Machine.
- 3.0 Wash the fiber.
- 4.0 Remove the excess water by either squeezing or using the Hydroextractor.
Refer to WI-RDD 08-02 ~~Hydroextraction~~.
- 5.0 Sun-dry or air-dry the fibers.
- 6.0 Weigh the dried fibers.
- 7.0 Pack the fibers in plastic bags and put a label/sticker indicating the date, name of fiber, source and weight.

Prepared by:  SRS II	Approved by: Section Head
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FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Customer fills-out Customer Satisfaction Feedback Form through SRIS
How feedback is processed	<p>Statistical data and Customer Satisfaction Index (CSI) is automatically generated through SRIS.</p> <p>Gap analysis report is prepared to determine priorities for improvement.</p>
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Contact information of ARTA, PCC & CBB	<p>ARTA: complaints@arta.gov.ph : 1-ARTA-2782 PCC: 8888 CBB: 0908-881-6565 (SMS)</p>

Service Requests Registration - A x +
 https://services.dost-ptri.com/pages/index.php

PTRI Drive Weekly Report Procurement - Goc... DG3-Experiment Ca... Personal Progress T... BioRender Followup PR Task Completion Ca... Dell DG3-Purchase-Req... Other favorites

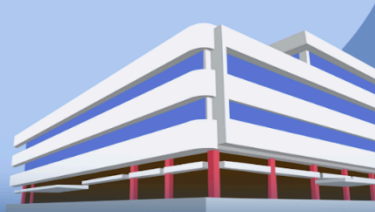
Republic of the Philippines
 Department of Science and Technology
 PHILIPPINE TEXTILE RESEARCH INSTITUTE



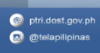

Service Requests Registration Information System

SERVICE REQUESTS REGISTRATION INFORMATION SYSTEM

Service Requests Registration Information System (SRIS) is developed to align with the government's program on Ease of Doing Business/Streamlining of Processes.

The SRIS is a web-based system that enables the public to submit their online request in availing of PTRI services i.e., laboratory testing and analysis, textile processing, technical training, and facility tour.



Choose a Service


Select from the dropdown below the service you want to avail of

RDD Services

Click the proceed button after choosing

PROCEED

LANDBANK E-PAYMENT FACILITY (Pay here)



Click this link above

Or Book an Appointment

GO TO THIS LINK

Customer Profile

* Input fields without border color are required

Please take note that the details needed below are for the Requesting Official


First Name	Last Name	
E-mail	Designation/Position	
Mobile Number E.g.(09061234567)	Fax Number E.g (88123456)	N/A
	Age	Gender
Type of Client		
Company Name		

Company Address

Region	Province	Municipality
Number, Block, Lot, Building Name, Street	Barangay	Telephone Number E.g.(88881234)
How did you know of PTRI Services?		
TSD Lab Services		
Sample Description		

I have read and agreed to the [terms of service](#).

SUBMIT

 <p style="margin: 0;"> Republic of the Philippines Department of Science and Technology PHILIPPINE TEXTILE RESEARCH INSTITUTE RESEARCH AND DEVELOPMENT DIVISION </p>
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JOB ORDER FORM

Reference No.: _____ Job Oder No.: _____

Due Date: _____

JOB DESCRIPTION <i>To be filled out by SSRS</i>	DETAILS OF JOB ORDER <i>To be filled out by Unit Head</i>	ASSIGNED TECHNICAL STAFF <i>To be filled out by Unit Head</i>	SIGNATURE OF TECHNICAL STAFF

Approved by: _____
Section Head

Date Completed: _____

Remarks:

Note: To be accomplished in duplicate

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

Students/Academe

INSTRUCTIONS: Mark your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency / office including its requirements, fees, and processing times among others.

[CC1] Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office.






[CC2] If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

[CC3] If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

INSTRUCTIONS: For SQD 0-8, please mark the column that best corresponds to your answer.

	 Strongly Agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly Disagree	N/A Not Applicable
SQD0 I am satisfied with the service that availed.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1 I spent a reasonable amount of time for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2 The office followed the transaction's requirements and steps based on the information provided.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3 The steps (including payment) I needed to do for my transaction were easy and simple.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4 I easily found information about my transaction from the office or its website.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5 I paid a reasonable amount of fees for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6 I feel the office was fair to every one, or "walang palakasan", during my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7 I was treated courteously by the staff, and (if asked for help) the staff was helpful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8 I got what I needed from the government office, or (if denied) denial of request was sufficiently explain to me.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

Students/Academe ▼

How would you rate our services?

Dimension	Description	Outstanding	Very Satisfactory	Satisfactory	Needs Improvement	Poor	Not Applicable
RESPONSIVENESS	Prompt, and courteous response to customer's request	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
	Appropriate response to customer's request	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
	Flexibility to address concerns of the customer	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
RELIABILITY	Timeliness of services provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
	Quality of services provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
ACCESS	Physical accessibility	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
	Online dissemination of information via website	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
FACILITIES	Availability of elevator, ramp for the differently-abled person, etc	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
	Cleanliness of the facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
	Safety of the facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
	Well ventilated facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
COMMUNICATION	Clarity of information on the services rendered	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
	Form is easy to understand/follow	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
	Clearly explain the test results and sample products provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐
COSTS	No hidden fees or additional charges	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ☐

INTEGRITY	Transparency of the transactions/procedures or adherence to the Citizen's Charter(e.g. First Come, First Serve Policy, No Noon Break)	* ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
	Protection of confidential information (Data Privacy Act)	* ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
	Adherence to Civil Service Code of Ethics and Ethical Standards	* ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
ASSURANCE	Staff is knowledgeable of the process and other relevant information	* ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
	Staff appears neat and professional	* ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
OUTCOME	Satisfied with the overall service provided	* ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒

Feedback:

Net Promoter Score:

How likely would you recommend our services to others

0 = Not At All Likely - 5 = Extremely Likely

0 1 2 3 4 5

Areas for improvement

Other comments/suggestions

I have read and agreed to the [terms of service](#).

PREVIOUS

SUBMIT FEEDBACK FORM



PTRI Form No. 003
Rev. 2/15-05-17

Department of Science and Technology
PHILIPPINE TEXTILE RESEARCH INSTITUTE

CUSTOMER FEEDBACK FORM

Control No. _____	
Date: _____	
To: _____ (Concerned Head)	

(Division)	
From: _____ (Name of Complainant)	
Company: _____	
Address: _____	
Contact No.: _____	
<i>Particulars of Complaints</i>	
_____ <i>Signature of Complainant</i>	
Received by: _____	
Date: _____	
Noted By/Date: _____ <i>Division Chief</i>	

Finance and Administrative Division

Internal Services

PROCUREMENT PROCESS FROM PURCHASE REQUEST TO PURCHASE ORDER

Description: This process covers all purchasing activities from the receipt of approved Purchase Request (PR) up to the preparation of Purchase Order (PO).

Office or Division:	Finance and Administrative Division (FAD) – Property Procurement General Services Section (PPGSS)	
Classification:	Complex	
Type of Transaction:	G2C, G2G, G2B	
Who may Avail:	Employees of PTRI	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Project Procurement Management Plan (PPMP) • Line-Item Budget • Annual Procurement Plan (APP) • Purchase Request (PR) (FAD-PPGSS Form No. 15) through Procurement Monitoring Information System (PROC MIS) • ICT Clearance • Request for Pre-Inspection and Post Inspection (FAD-PPGSS Form No. 17) • Request for Quotation (RFQ) • Abstract of Canvass (AOC) • Purchase Order (PO) 		<ul style="list-style-type: none"> • End-user • Project Leader • PPGSS • End-User and PPGSS • PICTS • PPGSS and Inspector • PPGSS • PPGSS • PPGSS

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Purchase Request (PR) with complete specification and cost using PROC MIS		None		<i>End-user</i>
2. Submit PR through PROC MIS and forward hard copy of PR to PPGSS	1. Verify and check if the PR is within the approved PPMP /APP submitted by the end-user	None	5 minutes	<i>Administrative Officer III</i> FAD-PPGSS
None	2. Forward PR to Head, PPGSS for review and clearance	None	4 minutes	<i>Administrative Officer V</i> FAD-PPGSS

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>3. Control PR and record date and information in the PR Monitoring Logbook</p> <p>For ICT equipment, parts and peripherals, route PR to OD-PICTS for ICT Clearance</p> <p>For PRs involving repair, route Request for Pre-Inspection and Post-Inspection to Inspector</p>	None	5 minutes	<i>Administrative Officer I</i> FAD-PPGSS
None	4. Release PR to the Office of the Chief FAD, for clearance	None	4 minutes	<i>Administrative Aide VI</i> FAD-PPGSS
None	5. Forward to Office of the Director for approval	None	5 minutes	<i>Administrative Officer II</i> Office of the Chief FAD
None	6. Receive the approved PR from the OD	None	3 minutes	<i>Administrative Aide VI</i> FAD-PPGSS
None	7. Generate Request for Quotation (RFQ) and record in Logbook	None	10 minutes	<i>Administrative Officer I</i> FAD-PPGSS
None	8. Review and approve RFQ on PROCMIS	None	5 minutes	<i>Administrative Officer V</i> FAD-PPGSS
None	9. Email RFQ to Accredited Suppliers for their bid offer	None	7 working days - canvassing	<i>Administrative Assistant V</i> FAD-PPGSS
None	10. Collate all quotations received	None	10 minutes	<i>Administrative Aide VI</i>

CLIENT STEPS	PTRI ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	from bidders/ suppliers			FAD-PPGSS
None	11. Prepare Abstract of Canvass (AOC)	None	30 minutes	<i>Administrative Aide VI</i> FAD-PPGSS
3. Evaluate AOC	12. Forward AOC for evaluation of End-user	None	5 minutes	<i>Administrative Aide VI</i> FAD-PPGSS
4. Submit the evaluated AOC	13. Prepare BAC Resolution for recommendation of award to the winning bidder and approve by the BAC and HoPE.	None	1 day	<i>Administrative Officer III & V</i> FAD-PPGSS BAC HoPE
None	14. Prepare Purchase Order (PO) and record in monitoring logbook.	None	10 minutes	<i>Administrative Officer I & V</i> FAD-PPGSS
TOTAL PROCESSING TIME:			8 days, 1 hour 36 mins	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Employees to fill out the Customer Satisfaction Feedback Form (CSFF) and submit to the FAD-PPGSS Head.
How feedback is processed	Every quarter, the FAD-PPGSS Head processes the CSFF and prepares CSF monthly/quarterly reports and submit them to the Division Chief. The Division Chief submits the report to the Quality Management Representative (QMR).
How to file a complaint	<p>Employee fills-out the Customer Complaints Form. Employee must ensure to provide the following:</p> <ul style="list-style-type: none"> - Name of person/s being complained - Incident - Evidence <p>Employee submits the Customer Complaints Form to the FAD-PPGSS Head.</p>
How complaints are processed	<p>The FAD-PPGSS Head forwards the employee complaint to the Division Chief after receipt of the employee complaint. The Division Chief submits the complaint to the DOST-PTRI Anti-Red Tape Chair.</p> <p>Upon evaluation, DOST-PTRI Anti-Red Tape Chair convenes the Committee and starts the investigation. The Committee prepares the report and submits it to the Head of the Agency for appropriate action.</p> <p>DOST-PTRI Anti-Red Tape Chair provides feedback to the employee within five working days of the receipt of the complaint.</p>
Contact information	<p>For inquiries and follow-up, employee may contact the following</p> <p>Email: ptri@ptri.dost.gov.ph ptridost47@gmail.com</p> <p>Telephone: 8837-1325 88372071 local 2362</p> <p>Fax: 8837-1325</p>
Contact information of ARTA, PCC & CBB	<p>ARTA: complaints@arta.gov.ph</p> <p>: 1-ARTA-2782</p> <p>PCC: 8888</p> <p>CBB: 0908-881-6565 (SMS)</p>

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

Students/Academe ▼

INSTRUCTIONS: Mark your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency / office including its requirements, fees, and processing times among others.

[CC1] Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office.






[CC2] If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

[CC3] If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

INSTRUCTIONS: For SQD 0-8, please mark the column that best corresponds to your answer.

	 Strongly Agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly Disagree	N/A Not Applicable
SQD0 I am satisfied with the service that availed.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1 I spent a reasonable amount of time for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2 The office followed the transaction's requirements and steps based on the information provided.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3 The steps (including payment) I needed to do for my transaction were easy and simple.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4 I easily found information about my transaction from the office or its website.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5 I paid a reasonable amount of fees for my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6 I feel the office was fair to every one, or "walang palakasan", during my transaction.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7 I was treated courteously by the staff, and (if asked for help) the staff was helpful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8 I got what I needed from the government office, or (if denied) denial of request was sufficiently explain to me.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

Customer Satisfaction Feedback Form

We value your opinion! Please rate your experience with us.

Students/Academe ▼

How would you rate our services?

Dimension	Description	Outstanding	Very Satisfactory	Satisfactory	Needs Improvement	Poor	Not Applicable
RESPONSIVENESS	Prompt, and courteous response to customer's request	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Appropriate response to customer's request	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Flexibility to address concerns of the customer	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
RELIABILITY	Timeliness of services provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Quality of services provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
ACCESS	Physical accessibility	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Online dissemination of information via website	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
FACILITIES	Availability of elevator, ramp for the differently-abled person, etc	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Cleanliness of the facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Safety of the facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Well ventilated facilities	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
COMMUNICATION	Clarity of information on the services rendered	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Form is easy to understand/follow	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
	Clearly explain the test results and sample products provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘
COSTS	No hidden fees or additional charges	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★★	<input type="radio"/> ★	<input type="radio"/> ⊘

INTEGRITY	Transparency of the transactions/procedures or adherence to the Citizen's Charter(e.g. First Come, First Serve Policy, No Noon Break)	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
	Protection of confidential information (Data Privacy Act)	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
	Adherence to Civil Service Code of Ethics and Ethical Standards	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
ASSURANCE	Staff is knowledgeable of the process and other relevant information	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
	Staff appears neat and professional	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒
OUTCOME	Satisfied with the overall service provided	<input checked="" type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★★★	<input type="radio"/> ★★★	<input type="radio"/> ★	<input type="radio"/> ☒

Feedback:

Net Promoter Score:

How likely would you recommend our services to others

0 = Not At All Likely - 5 = Extremely Likely

0 1 2 3 4 5

Areas for improvement

Other comments/suggestions

I have read and agreed to the [terms of service](#).

PREVIOUS

SUBMIT FEEDBACK FORM



PTRI Form No. 003
Rev. 2/15-05-17

Department of Science and Technology
PHILIPPINE TEXTILE RESEARCH INSTITUTE

CUSTOMER FEEDBACK FORM

Control No. _____ Date: _____	
To: _____ (Concerned Head)	

(Division)	
From: _____ (Name of Complainant)	
Company: _____	
Address: _____	
Contact No.: _____	
<i>Particulars of Complaints</i>	
_____ <i>Signature of Complainant</i>	
Received by: _____	
Date: _____	
Noted By/Date: _____ <i>Division Chief</i>	

DOST-PTRI DIRECTORY

General Santos Avenue, Bicutan, Taguig City 1631
Trunk Line: 8837-2071 to 82

OFFICE OF THE DIRECTOR

OFFICE	TELEPHONE	LOCAL
Office of the Director (OD)	8837-1325 0995 430 7001	2360
Technology Transfer, Information and Promotion Staff (TIPS)	0995 430 7001	--
Planning and ICT Staff	0995 430 7556	--

RESEARCH AND DEVELOPMENT DIVISION (RDD)

OFFICE	TELEPHONE
RDD Office	0995 430 6998

TECHNICAL SERVICES DIVISION (TSD)

OFFICE	MOBILE NO.
TSD Laboratory Receiving Office	09166389760
Innovation Center for Yarns and Textiles	8837-1157

FINANCE AND ADMINISTRATIVE DIVISION (FAD)

OFFICE	TELEPHONE	MOBILE NO.
Chief FAD Office	8837-0744	--
Accounting Section	8837-0744	--
Budget and Treasury Section	--	0954 306 6773
Human Resource and Records Management Section	--	0954 306 6774
Property, Procurement and General Services Section	8837-0744	0954 306 6772