



Department of Environment and Natural Resources
ENVIRONMENTAL MANAGEMENT BUREAU

ANNEX B
Citizen's Charter Template

V. Service Matrix						
Service Applied For	Who may avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in Php	Person in Charge (Position, Unit, Division)
DENR - Environmental Laboratory Recognition Certificate	any person, firm or corporation desiring to establish or operate and maintain an environmental laboratory	Duly accomplished and notarized application form (ELR Form 1) including supporting documents and results of participation to Proficiency Testing as attachments	Applicant submits application documents to EMB Central Office Records Section	2 mins		Receiving Officer (Records Section, AFMD)
			Forwards application documents to the Office of the EMB Director	2 mins		Receiving Officer (Records Section, AFMD)
			Forwards the application documents to the ERLSD for processing	2 mins		Office of the Director
			Forwards application documents to the assigned laboratory custodian and designates Laboratory Inspection and Assessment Team (LIAT) Chairperson	10 mins		Ma. Fatima Anneglo R. Molina (OIC Chief, ERLSD)
			Checks and assesses the completeness of the application document and returns the application to the laboratory if necessary	1 hour		Laboratory Custodian* (EMB CO Assessors, ERLSD)

			Submit additional documents (as required)	<i>varies; depends on the documentary requirements (e.g. ECC, DP, PTO, HazWaste Gen ID, PCO, CCO, SEC, Mayor's Permit, etc.)</i>
			Prepares assessment documents (Special Order, Memorandum, Official Communication Letter to the applicant lab, and Travel Order)	30 mins
			Approves all assessment documents	1.5 hours
			Conducts initial laboratory assessment	2 days
			Applicant laboratory notifies the EMB through ERLSD to commence with Level 2 on-site assessment	<i>varies; depends on the initial assessment findings</i>
			Identifies LIAT members and assessment schedule	10 mins (minimum depends on the availability of the assessors and the laboratory)
			Coordinates with the applicant laboratory the schedule of assessment and necessary travel arrangements	30 mins
			Coordinates with the regional and external assessors of the agreed schedule of assessment once the LIAT members have been identified	30 mins
			Prepares assessment documents (Special Order, Memorandum, Official Communication Letter to the applicant lab, and Travel Order, Contract and Conforms for designated External Assessors)	1 hr
			Approves all assessment documents	1.5 hrs

Applicant laboratory
Rosemarie G. Hibo (Database Management Officer, ERLSD)
AFMD Chief, OAD, OD
Assigned EMB CO**** and Regional Assessors
Applicant laboratory
Ma. Fatima Anneglo R. Molina (ELSS Chief, ERLSD)
Laboratory Custodian* (EMB CO Assessors, ERLSD)
Remy R. Mamon (ELR Coordinator, ERLSD)
Rosemarie G. Hibo (Database Management Officer, ERLSD)
AFMD Chief, OAD, OD

		Business Reqs (e.g. SEC Registration, DTI Registration, CDA registration, Mayor's Business Permit, etc.) Legal Reqs and Permits (e.g. ECC/ CNC, DP, HazWaste Gen ID, Certificate of Authority to Operate a Chemical Lab, other applicable permits - PDEA, PNP, PNRI, Fire Safety Compliance)	Conducts level 2 on-site assessment	<i>varies; depends on the Laboratory's desired scope of recognition</i>
			Discloses assessment findings (i.e. non-compliances and recommendations) to the applicant laboratory	1.5 hrs
			Submit response to the assessment findings with specific/necessary activities for compliance implementation and schedule of submission of documents / records as proof of compliance	<i>varies; depends on the number and nature of findings</i>
			Prepares the LIAT report	2 hrs
		Accomplished LIA Forms 4 and 5 with attached supporting documents	Submit documents / records to show adopted procedures and changes as proof of compliance	<i>varies; depends on the number and nature of findings</i>
			Schedules and conducts LIAT meeting to verify the completeness of the applicant laboratory's compliance reports and returns the documents to applicant laboratory when necessary	1 hr
			Prepares draft TAG-LR Reports and checklist of the scope of parameters for recognition; and endorses the documents for TAG-LR evaluation	30 mins

None

Laboratory Inspection and Assessment Team (LIAT**)
Laboratory Inspection and Assessment Team (LIAT**)
Applicant Laboratory
Laboratory Custodian* (EMB CO Assessors, ERLSD)
Applicant Laboratory
LIAT Chairperson*** (ERLSD)
Laboratory Custodian* (EMB CO Assessors, ERLSD)

			Coordinates and schedules the Technical Advisory Group for Laboratory Recognition (TAG-LR) meeting	
			Prepares Notice of Meeting, Purchase Request (PR), and External TAG-LR Conforme	1 hour
			Endorse the documents relevant to the TAG-LR meeting	
			Reviews the TAG-LR meeting documents and endorses to the AFMD, OAD, and OD	10 mins
			Approves all TAG-LR meeting documents	1.5 hrs
			Consolidates all data and information, finalizes and approves TAG-LR reports, and recommends to the DENR Secretary the issuance or non-issuance of the Certificate of Recognition to the applicant laboratory	2 hrs
			Prepares the draft Certificate of Recognition	minimum of 30 mins (varies; depends on the Laboratory's desired scope of recognition)
			Checks and verifies the content of the Certificate of Recognition	minimum of 1 hr (varies; depends on the Laboratory's desired scope of recognition)
			Prepares the final draft of Certificate of Recognition	30 mins

Remy R. Mamon (ELR Coordinator, ERLSD)
Ma. Fatima Anneglo R. Molina (OIC Chief, ERLSD)
AFMD Chief, OAD, OD
LIAT Chairperson and two (2) External TAG-LR members****
Rosemarie G. Hibo (Database Management Officer, ERLSD)
LIAT Chairperson, Remy R. Mamon (ELR Coordinator, ERLSD), and Ma. Fatima Anneglo R. Molina (ELSS Chief, ERLSD)
Rosemarie G. Hibo (Database Management Officer, ERLSD)

			Reviews the content of the Certificate. Endorses the TAG-LR Reports and the Certificate of Recognition to the EMB Director	1 hour	Ma. Fatima Anneglo R. Molina (OIC Chief, ERLSD)
			Reviews the Certificate of Recognition and signs the TAG-LR reports and endorses the same to the Undersecretary for Environment	1 hour	EMB Director
			Reviews the Certificate of Recognition and signs the TAG-LR reports and endorses the same to the DENR Secretary	1 hour	Undersecretary for Environment (DENR)
			Signs the Certificate of Recognition	1 hour	Secretary (DENR)
			Photocopies, scans, and releases the signed Certificate of Recognition; maintains both printed and electronic copies of the original on file	10 mins	Rosemarie G. Hibo (Database Management Officer, ERLSD)
			Claims the signed Certificate of Recognition	2 mins	Applicant laboratory

*Laboratory Custodian

Sammy L. Aytona
Janette R. Arellano
Benzon Karl T. Bongar
Lovella N. Coronel
Roger C. Evangelista, Jr.
Noemi Ruth Q. Infante
Elaine Gellie S. Nicdao
April Joyce S. Osunero

**** EMB CO Assessors

Sammy L. Aytona
Janette R. Arellano
Benzon Karl T. Bongar
Lovella N. Coronel
Roger C. Evangelista, Jr.
Noemi Ruth Q. Infante
Elaine Gellie S. Nicdao
April Joyce S. Osunero
Remy R. Mamon
Ma. Fatima Anneglo R. Molina
Rommel M. Bailon
Roberto L. Co

**Laboratory Inspection and Assessment Team

EMB Central Office Assessors
EMB Regional Assessor
External Assessors - representatives from Integrated Chemists of the Philippines (ICP), Kapisanang Kimika ng Pilipinas (KKP), and Philippine Accreditation Bureau (PAB)

***LIAT Chairperson

Sammy L. Aytona
Roger C. Evangelista, Jr.
Noemi Ruth Q. Infante
Remy R. Mamon
Ma. Fatima Anneglo R. Molina
Elaine Gellie S. Nicdao

**** External TAG-LR Members

Alumanda M. Dela Rosa, PhD - representative of Professional Chemical Organ
Engr. Gretchen Fontejon- Enarle - representative of Environmental Non-Govern