

BUREAU OF PHILIPPINE STANDARDS (BPS) CITIZEN'S CHARTER

Bureau of Philippine Standards (BPS)
 BPS Product Testing Division (PTD)
 CMDC Compound, Carlos Trinidad Ave., Salawag Dasmari ñas Cavite
 Telephone No. (+63) 0917 806 4605
 (+63) 0917 822 3557
 • Email: bps@dti.gov.ph, Website: www.bps.dti.gov.ph

A. **Vision:** A professional, internationally-recognized testing organization continuously striving for excellence to provide quality service.
Mission: To deliver impartial and accurate testing, extend professional and technical services to industry and consumers.

B.1 **Frontline Services Offered and the Clientele:** Submission of Samples for Testing of BPS Standards Conformity Division (SCD), Individuals/Companies
Description of Service: Submission of samples for testing

B.2 **Requirements:**
 Duly accomplished Request for Test Form in three (3) copies; Samples initialed by DTI Assessor for samples for certification purposes; Payment of testing fees
Schedule of Availability of Service: Monday to Friday, 8:00 am to 5:00 pm
Fees:
 Depending on sample submitted for testing (Refer to BPS PTD Matrix)

BACKROOM

Applicant / Client Step (What to Do)	Agency's Action	Duration of Action (under normal circumstances)	Officer or Employee Responsible for Each Step	Amount of Fees, if necessary	Document to be Presented by Client (with clear indication of relevance)
1 Submit samples together with filled out Request for Test	Inspect samples and verify the Request for Test form whether Philippine Standard (PS), Import Commodity Clearance (ICC), Private (non-PS-ICC). Verify if the submitted samples are correct and the Methods to be used.	10 minutes	Samples Management Officer (SMO) and Laboratory Head (LH)		Request for Test (For some products, BPS-PTD requires the clients to submit circuit diagrams, certificates, spare parts, test loads that will be submitted on agreed schedule)
2 Pay the corresponding testing fee to the DTI Cashier	Issue the corresponding Statement of Account (SOA)/payment slip for the testing fee	5 minutes	SMO/LH	Refer to BPS PTD Matrix	
	Pay the testing at the DTI cashier in Makati and submit/send the proof of payment to PTD	Depends on the client's action	Client		
	Receive and log samples, code the job folder (JF) and samples	15 minutes	SMO		
	Submit samples and JF to Test Engineer (TE)/Laboratory Head (LH)	20 minutes	SMO		
	Prepare samples for testing, conduct test in accordance with applicable standard (Philippine National Standard (PNS), International Electrotechnical Commission (IEC), etc.)	(Duration of testing depends on the testing requirements of the sample as specified in the applicable standard)	TE/LH		
	Prepare draft Report of Test (RT) and review by LH	4 hours	TE/LH		
	Encode the RT	1 hour	TE		
	Review and sign the RT and submit to Chief, BPS PTD	30 minutes	TE/LH		
	Final signing of RT	10 minutes	Chief, BPS PTD		
	Prepare RT for transmittal	30 minutes	SMO		
Review and sign transmittal sheet	5 minutes	Chief, BPS PTD			
Transmit RT to BPS Head Office	5 minutes	SMO			
3 Pick up RT at BPS Head Office			BPS Frontliner		
END OF TRANSACTION					
TOTAL PROCESSING TIME: Seven (7) hours and 15 minutes (excluding the actual time required for testing the sample)					

D. Indicate allowable period for extension due to unusual circumstances (i.e., unforeseen events beyond the control of the agency/office), if applicable: Not applicable

E. **Feedback Mechanism:**
 (1) Contact Numbers:
 Telephone No. : (+63) 0917 806 4605
 (+63) 0917 822 3557
 (2) Contact Person/s for recommendations, inquiries, suggestions, and complaints
 Engr. Gerardo P. Maglalang, Chief, BPS Product Testing Division (PTD)

REDRESS MECHANISM

We, at the Standards Conformity Division, Bureau of Philippine Standards are committed to serve you, our clients, with quality of service. Hence, if you have complaints, we will act accordingly in the best way possible for us.

Complaints will be treated with confidentiality and utmost care to prevent disclosure.

What you can do:

- Fill up a Client Feedback Form.
- Drop the Form in the drop box provided at the Front Desk.
- You can contact us in person, by telephone, e-mail, fax, or in writing. Contact details can be found below.

COMPLAINTS PROCEDURE:

1. Talk to the concerned staff to immediately resolve the issues. You can also call him/her directly thru the telephone or write directly to him/her.
2. If you are not satisfied with the concerned staff's response, you can set an appointment with the Officer-in-Charge (OIC) of the Standards Conformity Division the name and contact details can be found below. The Division's OIC will in

3. If you are still not satisfied with the response, you can elevate your complaints to the Director-in-Charge. Any comments and suggestions for the improvements of our services will be highly appreciated.

Contact Details:

<p>MS. LEAH ANN ARELLA OIC, Standards Conformity Division Bureau of Philippine Standards Department of Trade and Industry 361 Sen. Gil J. Puyat Avenue, Makati City Tel. No.: (632) 7751 4749, 7751-4708 Fax: (632) 7751 4706 E-mail: bps@dti.gov.ph Website: www.bps.dti.gov.ph</p>	<p>NEIL P. CATAJAY Director, Bureau of Philippine Standards Department of Trade and Industry 361 Sen. Gil J. Puyat Avenue, Makati City Tel. No.: (632) 7751 3127 Fax: (632) 7751 4706 E-mail: bps@dti.gov.ph Website: www.bps.dti.gov.ph</p>
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