



BUREAU OF FISHERIES AND AQUATIC RESOURCES

Region XI

CITIZEN'S CHARTER
2022 (2nd Edition)

I. Mandate

The Bureau is responsible for the development, improvement, management, and conservation of the country's fisheries and aquatic resources

II. Vision

An institution of excellence in sustainable fisheries management and services contributing to the nation's food security by having 20% fish surplus and improving fisherfolk's quality of life by 2030.

III. Mission

To protect fisheries and aquatic resources and empower stakeholders to improve productivity.

IV. Service Pledge

We, the employees of the Bureau of Fisheries and Aquatic Resources (BFAR), shall continue to serve the interest of the Filipino people and the welfare of our nation by addressing the needs of our clients and stakeholders, for the sustainable development, judicious, management, utilization and conservation of the country's fisheries and aquatic resources.

Towards these ends, we therefore commit to:

Further provide quality administrative and technical assistance to clients and stakeholders specifically aimed at increasing resource productivity, improving resource use efficiency, and ensuring the long-term sustainability of the country's fishery and aquatic resources;

Improve our frontline services to meet the clientele and stakeholders' increasing demand for fast and efficient service, transparency and accountability;

Subscribe to local and international best practices and conduct in all, frontline services, office processes and adopt high quality assurance standards;

Humbly respond to inquiries swiftly, efficiently and with utmost courtesy through our Public Assistance Counter (PAC) from Monday to Friday, 8:00 a.m. to 5:00 p.m. and even beyond as warranted by the circumstances and demands from the public;

Ensure strict compliance with quality service standards in the delivery of frontline services towards creativity and innovative approaches to uplift public service;

Readily offer a wide range of quality frontline services which are easily accessible and affordable to the general public by giving value to every client's comments, suggestions and complaints;

Individually strive to nurture an efficient, enthusiastic and competent workforce with appropriate technologies and competencies for better service to our clientele;

Enlighten the public with 24/7 access to the BFAR website (<http://www.bfar.da.gov.ph>);

Simplify procedures to speed up frontline transactions within the BFAR premises; and

Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours or during lunch break.

LIST OF SERVICES

REGIONAL OFFICE SERVICES

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Regional Fisheries Laboratory Division (RFLD)

1. Issuance of Laboratory Report for Microbiological Analytical Testing
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5. Issuance of Laboratory Report for Parasite Examination
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7. Issuance of Laboratory Report for Gross Morphology

BFAR XI Regional Office

Regional Fisheries Laboratories

1. Issuance of Laboratory Report for Microbiological Analytical Testing

The Laboratory implements good laboratory practices using international test method procedures to produce timely, accurate and reliable results on microbiological quality specifications for food safety and security of fish and fishery products to meet global market competitiveness.

The samples for analysis must comply with the sample requirements like volume, quantity and condition of sample for the analysis requested as indicated in the Masterlist of Analysis of the RFLD.

The samples to be submitted must have a complete information or documents about the samples for filling out the Request for Laboratory Analysis and for traceability purposes.

Office or Division:	Regional Fisheries Laboratory Division (RFLD)-Microbiology Laboratory
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government), G2B- Government to Business
Who may avail:	Hatchery and Farm Operators, Local Government Office, Fish Farmers, Exporters/Importers of Fish and Fishery Products, Researchers/Academe, Processors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. The Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample.	1. The samples are from Client/Customer 2. Sample requirements can be secure at the RFLD Receiving Area.
2. Information of the sample to be submitted	Client/Customer
3. Request for Laboratory Analysis (RLA)	BFAR-Regional Fisheries Laboratory Division (RFLD) Receiving Area
4. Duly accomplished Sample Collection Form (1 <i>Original Copy</i>) For verification purposes, included are the following: a. Customer Valid ID b. Available Contact or Office Number. c. Email address if available	Laboratory Customer Custodian or Client's own format with the following entries: a. Customer's Name and Address b. Name of Sample c. Description of Sample d. Scientific Name e. Origin of Sample f. Batch Number/Production Code and Date g. Type of Analysis Requested h. Net Weight of Sample i. Purpose j. Date and Time Collected
5. For Research Development Projects - A request letter approved by Regional Director (1 <i>Original Copy</i> or 1 <i>Photocopy</i>)	Customer
6. Laboratory Samples Condition a. Should weigh at least 250-500 grams for fish sample b. One (1) liter in sterilized glass bottle for potable water sample c. Must be properly labeled with sample code and date of collection d. Must be packed in suitable packaging material and maintained in appropriate state/condition (e.g., fresh-chilled and frozen products should be properly iced specifically -18°C and -4°C and kept in clean insulated containers) e. At least one (1) week reservation for booking of request of analysis	Customer

7. Submission of sample: Monday and Tuesday 8:00 AM to 9:00 AM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Book laboratory request	Schedule the submission of sample and other requirement/s of the client	NONE	3 minutes	<i>Document Control Officer</i> RFLD
2. Fills-up Request for Laboratory Analysis (RLA) Form	Receive and assess filled- out RLA form and requirements for analysis	NONE	20 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
3. Submit sample	Receive sample and check for requirements of packaging, condition of sample, quantity and size	NONE	10 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
4. Secure order of payment	Issues Order of Payment	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
5. Forward order of payment to Accounting Section and pays corresponding fee to the Cashier	Assign account code on Order of Payment and issue Official Receipt			
	Aerobic Plate Count	200.00	20 minutes	<i>Accounting Staff/ Cashier</i> Finance Section/ Cashier Unit
	Heterotrophic Plate Count	200.00		
	Coliform Count	250.00		
	Fecal Coliform	250.00		
	<i>Staphylococcus aureus</i>	300.00		
	<i>Salmonella</i>	400.00		
	<i>Shigella</i>	400.00		
<i>E. coli</i>	350.00			
Anaerobic Bacteria	400.00			
6. Receives OR and presents to RFLD staff (in addition to OR, include customer's copy of I.D. to be attached prior to receipt/release for verification purposes only)	Turn-overs sample/s to the Laboratory Analyst; Attaches OR number to RLA Form and Logbook and Issues duplicate copy of RLA to customer	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
	Conducts Microbiological Examination	NONE	8-10 calendar days after sample receipt	<i>Laboratory Analyst</i>
	Records result of analysis and Generate Test Results	NONE	1 hour	<i>Laboratory Analyst/RFLD Staff/ Document Control Officer</i>
	Reviews, approves, sign and certify test results	NONE	1-2 Working days	<i>Technical Manager and OIC/ Laboratory Manager, RFLD</i>

7. Present claim stub/ duplicate copy of RLA/ Official Receipt to claim test report(s) / result (s) and Receive test results and sign the receiving log & releasing log	Release test results	NONE	10 minutes	RFLD Staff/ Document Control Officer RFLD
TOTAL:		*Depends on per analyses requested	**9-12 calendar days, and 2 hours and 13 minutes	

*total fees depends on the laboratory test requested

**total number of days depends on the laboratory test requested

2. Issuance of Laboratory Report for Histamine and Formalin Testing

The Laboratory implements good laboratory practices using international test method procedures to produce timely, accurate and reliable results on chemical quality specifications for food safety and security of fish and fishery products to meet global market competitiveness.

The samples for analysis must comply with the sample requirements like volume, quantity and condition of sample for the analysis requested as indicated in the Masterlist of Analysis of the RFLD.

The samples to be submitted must have a complete information or documents about the samples for filling out the Request for Laboratory Analysis and for traceability purposes.

Office or Division:	Regional Fisheries Laboratory Division (RFLD)-Chemistry Laboratory
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government), G2B- Government to Business
Who may avail:	Hatchery and Farm Operators, Local Government Office, Fish Farmers, Exporters/Importers of Fish and Fishery Products, Researchers/Academe, Processors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. The Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample.	1. The samples are from Client/Customer 2. Sample requirements can be secure at the RFLD Receiving Area.
2. Information of the sample to be submitted	Client/Customer
3. Request for Laboratory Analysis (RLA)	BFAR-Regional Fisheries Laboratory Division (RFLD) Receiving Area
4. Duly accomplished Sample Collection Form (1 Original Copy) For verification purposes, included are the following: a. Customer Valid ID b. Available Contact or Office Number. c. Email address if available	Laboratory Customer Custodian or Client's own format with the following entries: a. Costumer's Name and Address b. Name of Sample c. Description of Sample d. Scientific Name e. Origin of Sample f. Batch Number/Production Code and Date g. Type of Analysis Requested h. Net Weight of Sample i. Purpose j. Date and Time Collected
5. For Research Development Projects - A request letter approved by Regional Director (1 Original Copy or 1 Photocopy)	Customer
6. Laboratory Samples Condition a. Must be properly labeled with sample code and date of collection b. Should weigh at least 250 grams (minimum) fish and fishery products	

<p>c. Must be packed in suitable packaging material and maintained in appropriate state/condition (e.g., fresh-chilled and frozen products should be properly iced specifically -18°C and -4°C and kept in clean insulated containers)</p> <p>d. Water sample minimum of 1 liter bottle either plastic or glass, chilled. Water sample should be stored in clean, dry 1-Liter container wash with soap and triple wash with clean running water.</p>		Customer		
7. Submission of sample: Working days 8:00 AM to 12:00 PM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Book laboratory request	Schedule the submission of sample and other requirement/s of the client	None	3 minutes	<i>Document Control Officer</i> RFLD
2. Fills-up Request for Laboratory Analysis (RLA) Form	Receive and assess filled-out RLA form and requirements for analysis	NONE	20 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
3. Submit sample	Receive sample and check for requirements of packaging, condition of sample, quantity and size	NONE	10 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
4. Secure order of payment	Issues Order of Payment	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
5. Forward order of payment to Accounting Section and pays corresponding fee to the Cashier	Assign account code on Order of Payment and issue Official Receipt		20 minutes	<i>Accounting Staff/ Cashier</i> Finance Section/ Cashier Unit
	Histamine	450.00		
	Formalin	250.00		
6. Receives OR and presents to RFLD staff (in addition to OR, include customer's copy of I.D. to be attached prior to receipt/release for verification purposes only)	Turn-overs sample/s to the Laboratory Analyst; Attaches OR number to RLA Form and Logbook and Issues duplicate copy of RLA to customer	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
	Conducts Testing and Analysis	NONE	3 working days after sample receipt	<i>Laboratory Analyst</i>
	Records result of analysis and Generate Test Results	NONE	1 hour	<i>Laboratory Analyst/RFLD Staff/ Document Control Officer</i>
	Reviews, approves, sign and certify test results	NONE	1-2 Working days	<i>Technical Manager and OIC/ Laboratory Manager, RFLD</i>
7. Present claim stub/ duplicate copy of RLA/ Official Receipt to claim test report(s) / result (s) and Receive test results and sign the receiving log & releasing log	Release test results	NONE	10 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD

TOTAL:	*Depends on per analyses requested	**4-5 working days, and 2 hours and 13 minutes
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*total fees depends on the laboratory test requested

**total number of days depends on the laboratory test requested

3. Issuance of Laboratory Report for Heavy Metals

The Laboratory implements good laboratory practices using international test method procedures to produce timely, accurate and reliable results on chemical quality specifications for food safety and security of fish and fishery products to meet global market competitiveness.

The samples for analysis must comply with the sample requirements like volume, quantity and condition of sample for the analysis requested as indicated in the Masterlist of Analysis of the RFLD.

The samples to be submitted must have a complete information or documents about the samples for filling out the Request for Laboratory Analysis and for traceability purposes.

Office or Division:	Regional Fisheries Laboratory Division (RFLD)-Chemistry Laboratory
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government), G2B- Government to Business
Who may avail:	Hatchery and Farm Operators, Local Government Office, Fish Farmers, Exporters/Importers of Fish and Fishery Products, Researchers/Academe, Processors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. The Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample.	1. The samples are from Client/Customer 2. Sample requirements can be secure at the RFLD Receiving Area.
2. Information of the sample to be submitted	Client/Customer
3. Request for Laboratory Analysis (RLA)	BFAR-Regional Fisheries Laboratory Division (RFLD) Receiving Area
4. Duly accomplished Sample Collection Form (1 Original Copy) For verification purposes, included are the following: a. Customer Valid ID b. Available Contact or Office Number. c. Email address if available	Laboratory Customer Custodian or Client's own format with the following entries: a. Costumer's Name and Address b. Name of Sample c. Description of Sample d. Scientific Name e. Origin of Sample f. Batch Number/Production Code and Date g.Type of Analysis Requested h. Net Weight of Sample i. Purpose j. Date and Time Collected
5. For Research Development Projects - A request letter approved by Regional Director (1 Original Copy or 1 Photocopy)	Customer
6. Laboratory Samples Condition a. Must be properly labeled with sample code and date of collection b. Should weigh at least 250 grams (minimum) fish and fishery products c. Must be packed in suitable packaging material and maintained in appropriate state/condition (e.g., fresh-chilled and frozen products should be properly iced specifically -18°C and -4°C and kept in clean insulated containers) d. Water sample minimum of 1 liter bottle either plastic or glass, chilled. Water sample should be stored in clean, dry 1-Liter container wash with soap and triple wash with clean running water.	Customer

7. Submission of sample: Working days 8:00 AM to 12:00 PM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Book laboratory request	Schedule the submission of sample and other requirement/s of the client	None	3 minutes	<i>Document Control Officer</i> RFLD
2. Fills-up Request for Laboratory Analysis (RLA) Form	Receive and assess filled- out RLA form and requirements for analysis	NONE	20 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
3. Submit sample	Receive sample and check for requirements of packaging, condition of sample, quantity and size	NONE	10 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
4. Secure order of payment	Issues Order of Payment	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
5. Forward order of payment to Accounting Section and pays corresponding fee to the Cashier	Assign account code on Order of Payment and issue Official Receipt		20 minutes	<i>Accounting Staff/ Cashier</i> Finance Section/ Cashier Unit
	Lead (Pb)	1200.00		
	Cadmium (Cd)	1200.00		
	Mercury (Hg)	1200.00		
6. Receives OR and presents to RFLD staff (in addition to OR, include customer's copy of I.D. to be attached prior to receipt/release for verification purposes only)	Turn-overs sample/s to the Laboratory Analyst; Attaches OR number to RLA Form and Logbook and Issues duplicate copy of RLA to customer	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
	Conducts Testing and Analysis	NONE	14 working days after sample receipt	<i>Laboratory Analyst</i>
	Records result of analysis and Generate Test Results	NONE	1 hour	<i>Laboratory Analyst/RFLD Staff/ Document Control Officer</i>
	Reviews, approves, sign and certify test results	NONE	1-2 Working days	<i>Technical Manager and OIC/ Laboratory Manager, RFLD</i>
7. Present claim stub/ duplicate copy of RLA/ Official Receipt to claim test report(s) / result (s) and Receive test results and sign the receiving log & releasing log	Release test results	NONE	10 minutes	<i>RFLD Staff/ Document Control Officer</i> RFLD
TOTAL:		*Depends on per analyses/ elements requested	**15-16 working days, and 2 hours and 13 minutes	

*total fees depends on the laboratory test requested

**total number of days depends on the laboratory test requested

4. Issuance of Laboratory Report for Physico-chemical Analysis of Water

The samples for analysis must comply with the sample requirements like volume, quantity and condition of sample for the analysis requested as indicated in the Masterlist of Analysis of the RFLD.

The samples to be submitted must have a complete information or documents about the samples for filling out the Request for Laboratory Analysis and for traceability purposes.

Office or Division:	Regional Fisheries Laboratory Division (RFLD)- Chemistry Laboratory
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government), G2B- Government to Business
Who may avail:	Hatchery and Farm Operators, Local Government Office, Exporter, Academe, & Fish Farmers.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. The Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample.		1. The samples are from Client/Customer 2. Sample requirements can be secure at the RFLD Receiving Area.		
2. Information of the sample to be submitted		Client/Customer		
3. Request for Laboratory Analysis (RLA)		BFAR-Regional Fisheries Laboratory Division (RFLD) Receiving Area		
4. Duly accomplished Sample Collection Form (<i>1 Original Copy</i>) For verification purposes, included are the following: a. Customer Valid ID b. Available Contact or Office Number. c. Email address if available		Laboratory Customer Custodian or Client's own format with the following entries: a. Costumer's Name and Address b. Name of Sample c. Description of Sample d. Scientific Name e. Origin of Sample f. Batch Number/Production Code and Date g. Type of Analysis Requested h. Net Weight of Sample i. Purpose j. Date and Time Collected		
5. For Research Development Projects - A request letter approved by Regional Director (<i>1 Original Copy or 1 Photocopy</i>)		Customer		
6. Water sample minimum of 1 liter bottle either plastic or glass, chilled. Water sample should be stored in clean, dry 1-Liter container wash with soap and triple wash with clean running water.		Customer		
7. Submission of sample: Working days 8:00 AM to 12:00 PM				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up Request for Laboratory Analysis (RLA) Form	Receive and assess filled- out RLA form and requirements for analysis	NONE	20 minutes	RFLD Staff/ Document Control Officer RFLD
2. Submit sample	Receive sample and check for requirements of packaging, condition of sample, quantity and size	NONE	10 minutes	RFLD Staff/ Document Control Officer RFLD
3. Secure order of payment	Issues Order of Payment	NONE	5 minutes	RFLD Staff/ Document Control Officer RFLD

4. Forward order of payment to Accounting Section and pays corresponding fee to the Cashier	Assign account code on Order of Payment and issue Official Receipt			
	Physico-Chemical (Marine Water, Brackish Water or Freshwater Intended for Aquaculture)			
	pH	30	20 minutes	Accounting Staff/ Cashier Finance Section/ Cashier Unit
	Salinity	30		
	Total Alkalinity	100		
	Dissolved Oxygen	150		
	Nitrates	180		
	Nitrites	180		
	Unionized ammonia/ Nitrite Nitrogen	180		
5. Receives OR and presents to RFLD staff (in addition to OR, include customer's copy of I.D. to be attached prior to receipt/release for verification purposes only)	Turn-overs sample/s to the Laboratory Analyst; Attaches OR number to RLA Form and Logbook and Issues duplicate copy of RLA to customer	NONE	5 minutes	RFLD Staff/ Document Control Officer RFLD
	Conducts Physico-chem analysis of water	NONE	1 working day after sample receipt	Laboratory Analyst
	Records result of analysis and Generate Test Results	NONE	1 hour	Laboratory Analyst/RFLD Staff/ Document Control Officer
	Reviews, approves, sign and certify test results	NONE	1-2 Working days	Technical Manager and OIC/ Laboratory Manager, RFLD
6. Present claim stub/ duplicate copy of RLA/ Official Receipt to claim test report(s) / result (s) and Receive test results and sign the receiving log &	Release test results	NONE	10 minutes	RFLD Staff/ Document Control Officer RFLD
TOTAL:		*Depends on per analyses requested	**2-3 working days, 2 hours and 10 minutes	

*total fee depends on the laboratory test requested

**total number of days depends on the laboratory test requested

5. Issuance of Laboratory Report for Parasite Examination

The samples for analysis must comply with the sample requirements like volume, quantity and condition of sample for the analysis requested as indicated in the Masterlist of Analysis of the RFLD.

The samples to be submitted must have a complete information or documents about the samples for filling out the Request for Laboratory Analysis and for traceability purposes.

Office or Division:	Regional Fisheries Laboratory Division (RFLD)-Fish Health Laboratory (FHL)
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Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government), G2B- Government to Business	
Who may avail:	Hatchery and Farm Operators, Local Government Office, Exporter, Academe, & Fish Farmers.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. The Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample.		1. The samples are from Client/Customer 2. Sample requirements can be secure at the RFLD Receiving Area.
2. Information of the sample to be submitted		Client/Customer
3. Local Transport Permit (LTP) or Auxilliary Invoice		Client/Customer, BFAR FIQU or PFO/CFO, LGU or Municipal
4. Request for Laboratory Analysis (RLA)		BFAR-Regional Fisheries Laboratory Division (RFLD) Receiving Area

5. Sample requirement

a. Finfish (live, moribund or exhibiting clinical signs of a disease - at least 30 pcs (fingerlings and fry); at least 10 pcs (juvenile/adult)	Client/Customer			
b. Eel (live) - at least 30 pieces and total length of more than 15 cm. each or 15.1 cm and above (specifically for export)				
6. Submission of sample: Working days 8:00 AM to 12:00 PM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up Request for Laboratory Analysis (RLA) Form	Receive and assess filled-out RLA form and requirements for analysis	NONE	20 minutes	<i>RFLD Staff/ Document Control Officer RFLD</i>
2. Submit sample	Receive sample and check for requirements of packaging, condition of sample, quantity and size	NONE	10 minutes	<i>RFLD Staff/ Document Control Officer RFLD</i>
3. Secure order of payment	Issues Order of Payment	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer RFLD</i>
4. Forward order of payment to Accounting Section and pays corresponding fee to the Cashier	Assign account code on Order of Payment and issue Official Receipt	Parasite Examination P 75.00	20 minutes	<i>Accounting Staff/ Cashier Finance Section/ Cashier Unit</i>
5. Receives OR and presents to RFLD staff (in addition to OR, include customer's copy of I.D. to be attached prior to receipt/release for verification purposes only)	Turn-overs sample/s to the Laboratory Analyst; Attaches OR number to RLA Form and Logbook and Issues duplicate copy of RLA to customer	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer RFLD</i>
	Conducts Parasite Examination	NONE	1 working day after sample receipt	<i>Laboratory Analyst</i>

	Records result of analysis and Generate Test Results	NONE	1 hour	Laboratory Analyst/RFLD Staff/ Document Control Officer
	Reviews, approves, sign and certify test results	NONE	1-2 Working days	Technical Manager and OIC/ Laboratory Manager, RFLD
6. Present claim stub/ duplicate copy of RLA/ Official Receipt to claim test report(s) / result (s) and Receive test results and sign the receiving log & releasing log	Release test results	NONE	10 minutes	RFLD Staff/ Document Control Officer RFLD
TOTAL:		*P75.00 per required sample size	**2-3 working days, 2 hours and 10 minutes	

*total fee depends on the laboratory test requested

**total number of days depends on the laboratory test requested

6. Issuance of Laboratory Report for Polymerase Chain Reaction (PCR) Analysis or Molecular Diagnostics

The samples for analysis must comply with the sample requirements like volume, quantity and condition of sample for the analysis requested as indicated in the Masterlist of Analysis of the RFLD.

The samples to be submitted must have a complete information or documents about the samples for filling out the Request for Laboratory Analysis and for traceability purposes.

Office or Division:	Regional Fisheries Laboratory Division (RFLD)-Fish Health Laboratory (FHL)	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government), G2B- Government to Business	
Who may avail:	Hatchery and Farm Operators, Local Government Office, Exporter, Academe, & Fish Farmers.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. The Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample.		1. The samples are from Client/Customer 2. Sample requirements can be secure at the RFLD Receiving Area.
2. Information of the sample to be submitted		Client/Customer
3. Local Transport Permit (LTP) or Auxilliary Invoice		Client/Customer, BFAR FIQU or PFO/CFO, LGU or Municipal
4. Request for Laboratory Analysis (RLA)		BFAR-Regional Fisheries Laboratory Division (RFLD) Receiving Area
5. Sample Requirement for Shrimp: specifically for White Spot Syndrome Virus (WSSV) and Acute Hepatopancreatic Necrosis Disease (AHPND) and other shrimp diseases (per availability of test kits):		
a. Shrimp (Live, moribund or exhibiting clinical signs of a disease): Post Larvae 300 pcs per sample per tank		Client/Customer
b. Adult :10-15 pcs per tank or pond per sample per analysis		
6. Sample Requirement for Tilapia for Tilapia Lake Virus (TiLV):		

a. Tilapia (live, moribund or exhibiting clinical signs of a disease - at least 30 pcs (fingerlings and fry); at least 10 pcs (juvenile/adult)		Client/Customer		
7. Submission of sample: Working days 8:00 AM to 12:00 PM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up Request for Laboratory Analysis (RLA) Form	Receive and assess filled-out RLA form and requirements for analysis	NONE	20 minutes	RFLD Staff/ Document Control Officer RFLD
2. Submit sample	Receive sample and check for requirements of packaging, condition of sample, quantity and size	NONE	10 minutes	RFLD Staff/ Document Control Officer RFLD
3. Secure order of payment	Issues Order of Payment	NONE	5 minutes	RFLD Staff/ Document Control Officer RFLD
4. Forward order of payment to Accounting Section and pays corresponding fee to the Cashier	Assign account code on Order of Payment and issue Official Receipt	P 600.00 per disease analysis	20 minutes	Accounting Staff/ Cashier Finance Section/ Cashier Unit
5. Receives OR and presents to RFLD staff	Turn-overs sample/s to the Laboratory Analyst; Attaches OR number to RLA Form and Logbook and Issues duplicate copy of RLA to customer	NONE	5 minutes	RFLD Staff/ Document Control Officer RFLD
	Conduct Laboratory Analysis: Shrimp (AHPND, EHP, WSSV) Tilapia (TiLV)	NONE	3 working days after sample receipt	Laboratory Analyst
	Records result of analysis and Generate Test Results	NONE	1 hour	Laboratory Analyst/RFLD Staff/ Document Control Officer
	Reviews, approves, sign and certify test results	NONE	1-2 Working days	Technical Manager and OIC/ Laboratory Manager RFLD
6. Present claim stub/duplicate copy of RLA/ Official Receipt to claim test report(s) / result (s) and Receive test results and sign the receiving log & releasing log	Release test results	NONE	10 minutes	RFLD Staff/ Document Control Officer RFLD
TOTAL:		P 600.00 per disease analysis per sample	**4-5 working days, 2 hours and 10 minutes	

*total fee depends on the laboratory test requested

**total number of days depends on the laboratory test requested

7. Issuance of Laboratory Report of Test for Gross Morphology

The samples for analysis must comply with the sample requirements like volume, quantity and condition of sample for the analysis requested as indicated in the Masterlist of Analysis of the RFLD.

The samples to be submitted must have a complete information or documents about the samples for filling out the Request for Laboratory Analysis and for traceability purposes.

Office or Division:	Regional Fisheries Laboratory Division (RFLD)-Fish Health Laboratory (FHL)
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government), G2B- Government to Business
Who may avail:	Hatchery and Farm Operators, Local Government Office, Exporter, Academe, & Fish Farmers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. The Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample.	1. The samples are from Client/Customer 2. Sample requirements can be secure at the RFLD Receiving Area.
2. Information of the sample to be submitted	Client/Customer
3. Local Transport Permit (LTP) or Auxilliary Invoice	Client/Customer, BFAR FIQU or PFO/CFO, LGU or Municipal
4. Request for Laboratory Analysis (RLA)	BFAR-Regional Fisheries Laboratory Division (RFLD) Receiving Area
5. Sample Requirement:	
a. Lobster (live) - at least 10 pieces of more than (>)10.7 cm carapace length for <i>Panulirus ornatus</i> , and more than (>) 5.2 cm for other species	Client/Customer
6. Submission of sample: Working days 8:00 AM to 12:00 PM	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up Request for Laboratory Analysis (RLA) Form	Receive and assess filled- out RLA form and requirements for analysis	NONE	20 minutes	<i>RFLD Staff/ Document Control Officer RFLD</i>
2. Submit sample	Receive sample and check for requirements of packaging, condition of sample, quantity and size	NONE	10 minutes	<i>RFLD Staff/ Document Control Officer RFLD</i>
3. Secure order of payment	Issues Order of Payment	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer RFLD</i>
4. Forward order of payment to Accounting Section and pays corresponding fee to the Cashier	Assign account code on Order of Payment and issue Official Receipt	P 100.00 per required sample size	20 minutes	<i>Accounting Staff/ Cashier Finance Section/ Cashier Unit</i>
5. Receives OR and presents to RFLD staff	Turn-overs sample/s to the Laboratory Analyst; Attaches OR number to RLA Form and Logbook and Issues duplicate copy of RLA to customer	NONE	5 minutes	<i>RFLD Staff/ Document Control Officer RFLD</i>
	Conduct of Gross Morphology	NONE	1 working day after sample receipt	<i>Laboratory Analyst</i>
	Records result of analysis and Generate Test Results	NONE	1 hour	<i>Laboratory Analyst/RFLD Staff/ Document Control Officer</i>

	Reviews, approves, sign and certify test results	NONE	1-2 Working days	<i>Technical Manager and OIC/ Laboratory Manager, RFLD</i>
6. Present claim stub/ duplicate copy of RLA/ Official Receipt to claim test report(s) / result (s) and Receive test results and sign the receiving log & releasing log	Release test results	NONE	10 minutes	<i>RFLD Staff/ Document Control Officer RFLD</i>
TOTAL:		*P 100 per required sample size	**2-3 working days, 2 hours and 10 minutes	
<i>*total fee depends on the laboratory test requested</i>				
<i>**total number of days depends on the laboratory test requested</i>				