

## CITIZENS' CHARTER- WATER LABORATORY:

### 2. Availment of Water Bacteriological Analysis Services

In line with the Philippines Sustainable Development Goals (SDGs) target to reduce by half the proportion of the people without access to basic sanitation and water supply by 2015, the national government specifically the Department of Health is implementing efforts to accelerate progress toward these goals. Among the incentives are the implementations of the water supply projects in the waterless areas and the advocacy of the national sustainable sanitation program.

One of the interventions to achieve this goal is to submit water sources for a bacteriological examination. With these, the laboratory is expecting to increase the number of submissions facilitated by Sanitation Inspectors of different LGUs as well as from neighboring provinces.

<b>Office or Division:</b>	<b>Provincial Health Office / Laboratory Division</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C & G2B			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form (1 original)		PHO Water Laboratory – Receiving/ Releasing Window		
Order of Payment (1 original)		PHO Water Laboratory – Receiving/ Releasing Window		
Official Receipt (1 original)		Provincial Treasury Office – Cashier		
Sterilized Sampling Bottle (depending on the request)		PHO Water Laboratory – Receiving/ Releasing Window		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client secure schedule for water submission & secure the appropriate Sampling Bottle	1.1 Set the date of submission to client  1.2 Submit the Request Form & Sampling Bottle	None	4 Minutes	<i>Lab Aide II or</i> Water Laboratory
1.1 Pay the required fees at the Provincial Treasury Office by showing the Order of payment. (Make sure to secure Official Receipt that will be issued upon payment)	1.1 Accept the payment based on the Order of Payment  1.2 Issue the Official Receipt	(PHP 200.00 DDN gov't.)  (PHP 300.00 private & other	5 Minutes	<i>Cashier</i> PHO

		provinces)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.Client submission of water for analysis on the scheduled date	2.1 Receive the water samples  2.2 Review the Request Form if properly filled-up  2.3 Record the O.R. #	None	5 Minutes	<i>Lab Aide II or Med Tech Water Laboratory</i>
3. Advice client when the result be released (5 working days after the submission)	Inform the client of the time(7days) for the result to be released	None	1 Minute	<i>Lab Aide II or Med Tech Water Laboratory</i>
4.Client waiting time for the result	4.1 Process water specimen for examination  4.2 Record the Result  4.3 Prepare the Result Form	None	5 working days	<i>Med Tech Water Laboratory</i>
6.Releasing of Result (after 5 working days)	6.1 Record Result in the releasing logbook  6.2 Issue the Water Bacteriology Result to the client	None	1 Minute	<i>Lab Aide II or Water Laboratory</i>
7. Clients advice for the schedule of the next water submission	Record the schedule (date & name of establishment)	None	1 Minute	<i>Lab Aide II or Water Laboratory</i>
	<b>TOTAL:</b>	<b>(PHP 200.00 for DDN gov't.) (PHP 300.00 for Private &amp; other Provinces)</b>	<b>5 Days, 17 Minutes</b>	