



Department of Energy

CITIZEN'S CHARTER

2026 1st Edition



Lighting and Appliance Testing Division (LATD)
Internal Services



1. ERTLS-LATD29 Calibration of Electrical Instruments for Internal Customers (for 1 to 5 Calibration Points per Parameter - AC/DC Voltage, AC/DC Current and Resistance) through Energy Research and Testing Laboratory Services - Online Services Management System

ISO 9001:2015 Certified

Calibration work is conducted to accommodate internal customers. Services offered are calibration of 1) Digital Power Meter up to 30KW; 2) Digital Multimeter up to 1000V AC/DC, 30A AC/DC (applied scope of accreditation is only up to 10A AC/DC) and Resistance up to 10GΩ (applied scope of accreditation is only up to 100MΩ); 3) AC/DC Voltmeters up to 1000V AC/DC; 4) AC/DC Ammeters up to 30A AC/DC (applied scope of accreditation is only up to 10A AC/DC); 5) Ohmmeters up to 10GΩ (applied scope of accreditation is only up to 100MΩ); 6) Resistors up to 10GΩ and; 7) Clamp Meters up to 1000V AC/DC, 30A AC/DC and Resistance up to 10GΩ.

Office or Division:	Lighting and Appliance Testing Division (LATD)
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	DOE Employee
Operating Hours:	7:00 AM - 4:00 PM
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Standard Requirement	
1. Working electronic mail account (Sample: 1 email account)	Applicant / Client
Remarks: Electronic mail account is necessary for one-time registration to Energy Research and Testing Laboratory Services - Online ServicesManagement System account.	
2. Electronic Signature (Sample: 1 Electronic Signature)	Applicant / Client
Remarks: Electronic signature is necessary for one-time registration in Energy Research and Testing Laboratory Services - Online ServicesManagement System. Electronic signature should be in format of Portable Network Graphic (PNG).	
3. Photographs of the equipment/instrument to be calibrated (Sample: 3 photographs)	Applicant / Client
Remarks: Photographs of front view of the calibration item, photo of the terminals of the calibration item and photo of connectors/plugs of the calibrationitem are necessary for laboratory staff to assess if the calibration laboratory is capable to serve the requirements of the client. These photos are to be uploaded in Energy Research and Testing Laboratory Services - Online Service Management System.	
4. Working/Functional Calibration Sample (Sample: 1 Calibration Sample)	Applicant / Client
Remarks: 1. Calibration items accepted by Lighting and Appliance Testing Division are the following: Digital Power Meters (Single Phase), Digital Multimeters, AC/DC Voltmeters, AC/DC Ammeters, Ohmmeters, Resistors and Clamp Meters. 2. Lighting and Appliance Testing Division shall accept one calibration item per service request. 3. Lighting and Appliance Testing Division shall not be liable for whatever damage may occur on the calibration sample during calibration. 4. Samples to be submitted should be accompanied by a completely and accurately filled-out Service Request Form. 5. Lighting and Appliance Testing Division will not undertake any repair or maintenance of calibration samples when found to be faulty/defective during inspection/calibration. The calibration sample will be rejected and returned to the customer for replacement. 6. Range of calibrations is normally up to five (5) points per parameter. Additional points shall entail additional payment. 7. Calibration sample shall be clean must be clean and in good working condition and be accompanied by its operation and/or servicemanual if possible. 8. If the customer does not request calibration points, Lighting and Appliance Testing Division will refer to the manual/specification of the item to be calibrated. If all these are unavailable, calibration ranges provided on the updated version of EURAMET will be used. 9. The client shall notify Lighting and Appliance Testing Division of the schedule of retrieval of the calibration sample to process necessary documents and passes.	



10. After calibration, Lighting and Appliance Testing Division will issue notices to customers for claiming test samples/calibration items according to the following timeframes:
- First Notice - Customer must claim the test samples/calibration items within two (2) weeks. If not claimed, a 2nd notice will be issued.
 - Second Notice - Customer must claim the test samples/calibration items within one (1) week. If not claimed a 3rd notice will be issued.
 - Third Notice - Customer must claim items within one (1) week. If not claimed, Lighting and Appliance Testing Division will dispose of unclaimed test samples/calibration items, as applicable.
11. Only calibration samples of customers without any liability to Lighting and Appliance Testing Division shall be permitted for pull-out, even if the customer has already been given notice for it.
12. Proper authorization is required to pull-out calibration sample(s) from Lighting and Appliance Testing Division.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Register to Energy Research and Testing Laboratory Services –Online Service Management System Location: https://ertls-osms.doe.gov.ph/ Notes/Instruction: 1. Client registers to Energy Research and Testing Laboratory Services – Online Service Management System only once. 2. If the client is already registered, skip this step, and proceed to client step no. 2. 3. If Energy Research and Testing Laboratory Services-OnlineServices Management System is not working (i.e., system malfunction, server down, etc.), Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests. Please refer to "ERTLS-LATD31 Calibration of Electrical Instruments for Internal Customers (for 1 to 5 Calibration Points) through Manual Processing". 4. For special cases of testing/calibration, clients may prefer to call beforehand to check if Lighting and Appliance Testing Division can render the service. Client may also bring the test/calibration sample for walk-in application but will also be instructed to register and request service through Energy Research and Testing Laboratory Services – Online Service Management System. 5. If client brings their equipment for walk-in application, staff conducts functionality check of	1.1. Assist client in registration to Energy Research and Testing Laboratory Services – Online Service Management System	None	30 minute/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	1.2. Review and approve the Client Registration		30 minute/s	Chief Science Research Specialist; Lighting and



equipment for calibration. During functionality check, if the equipment is malfunctioning, not operating properly or has physical damages, Lighting and Appliance Testing Division will not process the service request and decline from calibrating the equipment.				Appliance Testing Division (LATD)
2. Request calibration service by filling-out service request form through Energy Research and Testing Laboratory Services - Online Services Management System Location: https://ertls-osms.doe.gov.ph/ Notes/Instruction: 1. Upload photos or videos of equipment to be calibrated. 2. If Energy Research and Testing Laboratory Services-Online Services Management System is not working (i.e., system malfunction, server down, etc.), Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests. Please refer to "ERTLS-LATD31 Calibration of Electrical Instruments for Internal Customers (for 1 to 5 Calibration Points) through Manual Processing".	2.1. Receive the request of the client through Energy Research and Testing Laboratory Services - Online Services Management System	None	30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.2. Review the service request. Click "Approve" if there are no corrections on the service request. Click "Request for Correction" if there are corrections on the service request.		30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.3. Approve the service request. Lighting and Appliance Testing Division will wait for the calibration sample to arrive Calibration/Instrumentation and Control Section		2 hour/s	• Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)
3. Bring/send calibration sample to Department of Energy - Lighting and Appliance Testing Division - Calibration/Instrumentation and Control Section Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction:	3.1. Receive the equipment for calibration and conduct functionality check	None	2 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science



1. The client is responsible for logistic arrangements and fees. 2. Wait for the completion of service of calibration services. 3. Monitor the request through Energy Research and Testing Laboratory Services - Online Service Management System or wait for Lighting and Appliance Testing Division's advice/notice or the issuance/releasing of Calibration Certificate/s. The client may also call Lighting and Appliance Testing Division for updates on the status of service. 4. Fill out customer satisfaction form and download the Calibration Certificate in Energy Research and Testing Laboratory Services - Online Service Management System. 5. Claim/retrieve the calibrated equipment at Lighting Appliance Testing Division - Calibration/Instrumentation and Control Section 3rd Floor NPTL Bldg. Department of Energy, EnergyCenter, Rizal Drive, Corner 34th Street, Bonifacio Global City.			Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.2. Process the request through Energy Research and Testing Laboratory Services - Online Service Management System and indicate date of start of calibration and the expected end date of the service	2 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.3. Conduct Calibration (Default request is 1 up to 5 points per parameter)	1 working day/s, 4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.4. Compute for measurement uncertainty	1 working day/s, 4 hour/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.5. Prepare calibration certificate	1 working day/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research



			Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.6. Review and approve calibration certificate	4 hour/s	Senior Science Research Specialist /Supervising Science Research Specialist / Chief Science Research Specialist;; Lighting and Appliance Testing Division (LATD)
	3.7. Upload calibration certificate to Energy Research and Testing Laboratory Services - Online Service Management System. Client will be notified in the Energy Research and Testing Laboratory Services - Online Service Management System once the calibration certificate is ready for download.	4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
Total Processing Time:		Working Days: 6 working day/s	
Total Processing Fee:		Total Standard Fee: None	



2. ERTLS-LATD29-01 Calibration of Electrical Instruments for Internal Customers (for Additional Point) through Energy Research and Testing Laboratory Services - Online Services Management System

ISO 9001:2015 Certified

Calibration work is conducted to accommodate internal customers. Services offered are calibration of 1) Digital Power Meter up to 30KW; 2) Digital Multimeter up to 1000V AC/DC, 30A AC/DC (applied scope of accreditation is only up to 10A AC/DC) and Resistance up to 10GΩ (applied scope of accreditation is only up to 100MΩ); 3) AC/DC Voltmeters up to 1000V AC/DC; 4) AC/DC Ammeters up to 30A AC/DC (applied scope of accreditation is only up to 10A AC/DC); 5) Ohmmeters up to 10GΩ (applied scope of accreditation is only up to 100MΩ); 6) Resistors up to 10GΩ and; 7) Clamp Meters up to 1000V AC/DC, 30A AC/DC and Resistance up to 10GΩ.

Office or Division:	Lighting and Appliance Testing Division (LATD)
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	DOE Employees
Operating Hours:	7:00 AM - 4:00 PM
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Standard Requirement	
1. Working electronic mail account (Sample: 1 email account)	Applicant / Client
Remarks: Electronic mail account is necessary for one-time registration to Energy Research and Testing Laboratory Services - Online ServicesManagement System account.	
2. Electronic Signature (Sample: 1 Electronic Signature)	Applicant / Client
Remarks: Electronic signature is necessary for one-time registration in Energy Research and Testing Laboratory Services - Online ServicesManagement System. Electronic signature should be in format of Portable Network Graphic (PNG).	
3. Photographs of the equipment/instrument to be calibrated (Sample: 3 photographs)	Applicant / Client
Remarks: Photographs of front view of the calibration item, photo of the terminals of the calibration item and photo of connectors/plugs of the calibration item are necessary for laboratory staff to assess if the calibration laboratory is capable to serve the requirements of the client. These photos are to be uploaded in Energy Research and Testing Laboratory Services - Online Service Management System.	
4. Working/Functional Calibration Sample (Sample: 1 Calibration Sample)	Applicant / Client
Remarks: 1. Calibration items accepted by Lighting and Appliance Testing Division are the following: Digital Power Meters (Single Phase), Digital Multimeters, AC/DC Voltmeters, AC/DC Ammeters, Ohmmeters, Resistors and Clamp Meters. 2. Lighting and Appliance Testing Division shall accept one calibration item per service request. 3. Lighting and Appliance Testing Division shall not be liable for whatever damage may occur on the calibration sample during calibration. 4. Samples to be submitted should be accompanied by a completely and accurately filled-out Service Request Form. 5. Lighting and Appliance Testing Division will not undertake any repair or maintenance of calibration samples when found to be faulty/defective during inspection/calibration. The calibration sample will be rejected and returned to the customer for replacement. 6. Range of calibrations is normally up to five (5) points per parameter. Additional points shall entail additional payment. 7. Calibration sample shall be clean must be clean and in good working condition and be accompanied by its operation and/or servicemanual if possible. 8. If the customer does not request calibration points, Lighting and Appliance Testing Division will refer to the manual/specification of the item to be calibrated. If all these are unavailable, calibration ranges provided on the updated version of EURAMET will be used. 9. The client shall notify Lighting and Appliance Testing Division of the schedule of retrieval of the calibration sample to process necessary documents and passes.	



10. After calibration, Lighting and Appliance Testing Division will issue notices to customers for claiming test samples/calibration items according to the following timeframes:
- First Notice - Customer must claim the test samples/calibration items within two (2) weeks. If not claimed, a 2nd notice will be issued.
 - Second Notice - Customer must claim the test samples/calibration items within one (1) week. If not claimed a 3rd notice will be issued.
 - Third Notice - Customer must claim items within one (1) week. If not claimed, Lighting and Appliance Testing Division will dispose of unclaimed test samples/calibration items, as applicable.
11. Only calibration samples of customers without any liability to Lighting and Appliance Testing Division shall be permitted for pull-out, even if the customer has already been given notice for it.
12. Proper authorization is required to pull-out calibration sample(s) from Lighting and Appliance Testing Division.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Register to Energy Research and Testing Laboratory Services –Online Service Management System Location: https://ertls-osms.doe.gov.ph/ Notes/Instruction: 1. Client registers to Energy Research and Testing Laboratory Services – Online Service Management System only once. 2. If the client is already registered, skip this step, and proceed to client step no. 2. 3. If Energy Research and Testing Laboratory Services-OnlineServices Management System is not working (i.e., system malfunction, server down, etc.), Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests. Please refer to "ERTLS-LATD31-01 Calibration of Electrical Instruments for Internal Customers (for Additional Request of 5 Calibration Points) through Manual Processing". 4. For special cases of testing/calibration, clients may prefer to call beforehand to check if Lighting and Appliance Testing Division can render the service. Client may also bring the test/calibration sample for walk-in application but will also be instructed to register and request service through Energy Research and Testing Laboratory Services – Online Service Management System. 5. If client brings their equipment for walk-in application, staff conducts	1.1. Assist client in registration to Energy Research and Testing Laboratory Services – Online Service Management System	None	30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	1.2. Review and approve the Client Registration		30 minute/s	• Chief Science Research Specialist; Lighting and



functionality check of equipment for calibration. During functionality check, if the equipment is malfunctioning, not operating properly or has physical damages, Lighting and Appliance Testing Division will not process the service request and decline from calibrating the equipment.				Appliance Testing Division (LATD)
2. Request calibration service by filling-out service request form through Energy Research and Testing Laboratory Services - Online Services Management System Location: https://ertls-osms.doe.gov.ph/ Notes/Instruction: 1. Upload photos or videos of equipment to be calibrated. 2. If Energy Research and Testing Laboratory Services-Online Services Management System is not working (i.e., system malfunction, server down, etc.), Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests. Please refer to "ERTLS-LATD31-01 Calibration of Electrical Instruments for Internal Customers (for Additional Point) through Manual Processing".	2.1. Receive the request of the client through Energy Research and Testing Laboratory Services- Online Services Management System	None	30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.2. Review the service request. Click "Approve" if there are no corrections on the service request. Click "Request for Correction" if there are corrections on the service request.		30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.3. Approve the service request. Lighting and Appliance Testing Division will wait for the calibration sample to arrive Calibration/Instrumentation and Control Section		2 hour/s	• Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)
3. Bring/send calibration sample to Department of Energy - Lighting and Appliance Testing Division - Calibration/Instrumentation and Control Section Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction:	3.1. Receive the equipment for calibration and conduct functionality check	None	2 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising



The client is responsible for logistic arrangements and fees. 1. Wait for the completion of service of calibration services. 2. Monitor the request through Energy Research and Testing Laboratory Services - Online Service Management System or wait for Lighting and Appliance Testing Division's advice/notice or the issuance/releasing of Calibration Certificate/s. The client may also call Lighting and Appliance Testing Division for updates on the status of service. 3. Fill out customer satisfaction form and download the Calibration Certificate in Energy Research and Testing Laboratory Services - Online Service Management System. 4. Claim/retrieve the calibrated equipment at Lighting Appliance Testing Division - Calibration/Instrumentation and Control Section 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City.			Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.2. Process the request through Energy Research and Testing Laboratory Services - Online Service Management System and indicate date of start of calibration and the expected end date of the service	2 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.3. Conduct Calibration (Request for Additional Point)	1 working day/s, 5 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.4. Compute for measurement uncertainty	1 working day/s, 4 hour/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.5. Prepare calibration certificate	1 working day/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science



			Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.6. Review and approve calibration certificate	4 hour/s	Senior Science Research Specialist /Supervising Science Research Specialist / Chief Science Research Specialist;; Lighting and Appliance Testing Division (LATD)
	3.7. Upload calibration certificate to Energy Research and Testing Laboratory Services - Online Service Management System. Client will be notified in the Energy Research and Testing Laboratory Services - Online Service Management System once the calibration certificate is ready for download.	4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
Total Processing Time:		Working Days: 6 working day/s, 1 hour/s	
Total Processing Fee:		Total Standard Fee: None	



3. ERTLS-LATD30 Calibration of Temperature Instruments for Internal Customers (for 1 to 5 Calibration Points) through Energy Research and Testing Laboratory Services - Online Services Management System

Calibration work is conducted to accommodate internal customers. Services offered are calibration of 1) Platinum Resistance Thermometers (-10°C to 420°C); 2) Liquid-in-Glass Thermometers (80°C to 150°C); 3) Digital/Bi-metal Thermometers/RTD/Thermocouples (-24° to 420°C).

Office or Division:	Lighting and Appliance Testing Division (LATD)
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	DOE Employees
Operating Hours:	7:00 AM - 4:00 PM
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Standard Requirement	
1. Working electronic mail account (Sample: 1 email account)	Applicant / Client
Remarks: Electronic mail account is necessary for one-time registration to Energy Research and Testing Laboratory Services - Online ServicesManagement System account.	
2. Electronic Signature (Sample: 1 Electronic Signature)	Applicant / Client
Remarks: Electronic signature is necessary for one-time registration in Energy Research and Testing Laboratory Services - Online ServicesManagement System. Electronic signature should be in format of Portable Network Graphic (PNG).	
3. Photographs of the equipment/instrument to be calibrated (Sample: 3 photographs)	Applicant / Client
Remarks: Photographs of front view of the calibration item, photo of the terminals of the calibration item and photo of connectors/plugs of the calibrationitem are necessary for laboratory staff to assess if the calibration laboratory is capable to serve the requirements of the client. These photos are to be uploaded in Energy Research and Testing Laboratory Services - Online Service Management System.	
4. Working/Functional Calibration Sample (Sample: 1 Calibration Sample)	Applicant / Client
Remarks: 1. Calibration items accepted by Lighting and Appliance Testing Division are the following: Platinum Resistance Thermometers (PRT), Liquid-in-Glass (LIG) Thermometers, and Digital/Bi-metal Thermometers/RTD/Thermocouples. 2. Lighting and Appliance Testing Division shall accept one calibration item per service request. 3. Lighting and Appliance Testing Division shall not be liable for whatever damage may occur on the calibration sample during calibration. 4. Samples to be submitted should be accompanied by a completely and accurately filled-out Service Request Form. 5. Lighting and Appliance Testing Division will not undertake any repair or maintenance of calibration samples when found to be faulty/defective during inspection/calibration. The calibration sample will be rejected and returned to the customer for replacement. 6. Range of calibrations is normally up to five (5) points per parameter. Additional points shall entail additional payment. 7. Calibration sample shall be clean must be clean and in good working condition and be accompanied by its operation and/or servicemanual if possible. 8. If the customer does not request calibration points, Lighting and Appliance Testing Division will refer to the manual/specification of the item to be calibrated. If all these are unavailable, calibration ranges provided on the updated version of EURAMET will be used. 9. The client shall notify Lighting and Appliance Testing Division of the schedule of retrieval of the calibration sample to process necessary documents and passes. 10. After calibration, Lighting and Appliance Testing Division will issue notices to customers for claiming test samples/calibration items according to the following timeframes: First Notice - Customer must claim the test samples/calibration items within two (2) weeks. If not claimed, a 2nd notice will be issued.	



- *Second Notice - Customer must claim the test samples/calibration items within one (1) week. If not claimed a 3rd notice will be issued.*
- *Third Notice - Customer must claim items within one (1) week. If not claimed, Lighting and Appliance Testing Division will dispose of unclaimed test samples/calibration items, as applicable.*

11. *Only calibration samples of customers without any liability to Lighting and Appliance Testing Division shall be permitted for pull-out, even if the customer has already been given notice for it.*

12. *Proper authorization is required to pull-out calibration sample(s) from Lighting and Appliance Testing Division.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Register to Energy Research and Testing Laboratory Services –Online Service Management System Location: https://ertls-osms.doe.gov.ph/ Notes/Instruction: 1. Client registers to Energy Research and Testing Laboratory Services – Online Service Management System only once. 2. If the client is already registered, skip this step, and proceed to client step no. 2. 3. If Energy Research and Testing Laboratory Services-OnlineServices Management System is not working (i.e., system malfunction, server down, etc.), Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests. Please refer to "ERTLS-LATD32 Calibration of Temperature Instruments for Internal Customers (for 1 to 5 Calibration Points) through Manual Processing". 4. For special cases of testing/calibration, clients may prefer to call beforehand to check if Lighting and Appliance Testing Division can render the service. Client may also bring the test/calibration sample for walk-in application but will also be instructed to register and request service through Energy Research and Testing Laboratory Services – Online Service Management System. 5. If client brings their equipment for walk-in application, staff conducts functionality check of equipment for calibration. During functionality check, if the equipment is malfunctioning, not	1.1. Assist client in registration to Energy Research and Testing Laboratory Services – Online Service Management System	None	30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	1.2. Review and approve the Client Registration		30 minute/s	• Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)



operating properly or has physical damages, Lighting and Appliance Testing Division will not process the service request and decline from calibrating the equipment.				
2. Request calibration service by filling-out service request form through Energy Research and Testing Laboratory Services - Online Services Management System Location: https://ertls-osms.doe.gov.ph/ Notes/Instruction: 1. Upload photos or videos of equipment to be calibrated. 2. If Energy Research and Testing Laboratory Services-Online Services Management System is not working (i.e., system malfunction, server down, etc.), Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests. Please refer to "ERTLS-LATD32 Calibration of Temperature Instruments for Internal Customers (for 1 to 5 Calibration Points) through Manual Processing".	2.1. Receive the request of the client through Energy Research and Testing Laboratory Services- Online Services Management System	None	30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.2. Review the service request. Click "Approve" if there are no corrections on the service request. Click "Request for Correction" if there are corrections on the service request.		30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.3. Approve the service request. Lighting and Appliance Testing Division will wait for the calibration sample to arrive Calibration/Instrumentation and Control Section		2 hour/s	• Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)
3. Bring/send calibration sample to Department of Energy - Lighting and Appliance Testing Division - Calibration/Instrumentation and Control Section Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. The client is responsible for logistic arrangements and fees.	3.1. Receive the equipment for calibration and conduct functionality check	None	2 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and



2. Wait for the completion of service of calibration services. 3. Monitor the request through Energy Research and Testing Laboratory Services - Online Service Management System or wait for Lighting and Appliance Testing Division's advice/noticef or the issuance/releasing of Calibration Certificate/s. The client may also call Lighting and Appliance Testing Division for updates on the status of service. 4. Fill out customer satisfaction form and download the Calibration Certificate in Energy Research and Testing Laboratory Services - Online Service Management System. 5. Claim/retrieve the calibrated equipment at Lighting ApplianceTesting Division - Calibration/Instrumentation and Control Section 3rd Floor NPTL Bldg. Department of Energy, EnergyCenter, Rizal Drive, Corner 34th Street, Bonifacio Global City.		Appliance Testing Division (LATD)
	3.2. Process the request through Energy Research and Testing Laboratory Services - Online Service Management System and indicate date of start of calibration and the expected end date of the service	2 hour/s Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.3. Conduct Calibration (Default request is 1 up to 5 points)	2 working day/s Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.4. Compute for measurement uncertainty	1 working day/s, 4 hour/s Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.5. Prepare calibration certificate	1 working day/s Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research



			Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.6. Review and approve calibration certificate	4 hour/s	Senior Science Research Specialist /Supervising Science Research Specialist / Chief Science Research Specialist;; Lighting and Appliance Testing Division (LATD)
	3.7. Upload calibration certificate to Energy Research and Testing Laboratory Services - Online Service Management System. Client will be notified in the Energy Research and Testing Laboratory Services - Online Service Management System once the calibration certificate is ready for download.	4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
Total Processing Time:		Working Days: 6 working day/s, 4 hour/s	
Total Processing Fee:		Total Standard Fee: None	



4. ERTLS-LATD30-01 Calibration of Temperature Instruments for Internal Customers (for Additional Point) through Energy Research and Testing Laboratory Services - Online Services Management System

ISO 9001:2015 Certified

Calibration work is conducted to accommodate internal customers. Services offered are calibration of 1) Platinum Resistance Thermometers (-10°C to 420°C); 2) Liquid-in-Glass Thermometers (80°C to 150°C); 3) Digital/Bi-metal Thermometers/RTD/Thermocouples (-24° to 420°C).

Office or Division:	Lighting and Appliance Testing Division (LATD)
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	DOE Employees
Operating Hours:	7:00 AM - 4:00 PM
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Standard Requirement	
1. Working electronic mail account (Sample: 1 email account)	Applicant / Client
Remarks: <i>Electronic mail account is necessary for one-time registration to Energy Research and Testing Laboratory Services - Online ServicesManagement System account.</i>	
2. Electronic Signature (Sample: 1 Electronic Signature)	Applicant / Client
Remarks: <i>Electronic signature is necessary for one-time registration in Energy Research and Testing Laboratory Services - Online ServicesManagement System. Electronic signature should be in format of Portable Network Graphic (PNG).</i>	
3. Photographs of the equipment/instrument to be calibrated (Sample: 3 photographs)	Applicant / Client
Remarks: <i>Photographs of front view of the calibration item, photo of the terminals of the calibration item and photo of connectors/plugs of the calibrationitem are necessary for laboratory staff to assess if the calibration laboratory is capable to serve the requirements of the client. These photos are to be uploaded in Energy Research and Testing Laboratory Services - Online Service Management System.</i>	
4. Working/Functional Calibration Sample (Sample: 1 Calibration Sample)	Applicant / Client
Remarks: 1. Calibration items accepted by Lighting and Appliance Testing Division are the following: Platinum Resistance Thermometers (PRT), Liquid-in-Glass (LIG) Thermometers, and Digital/Bi-metal Thermometers/RTD/Thermocouples. 2. Lighting and Appliance Testing Division shall accept one calibration item per service request. 3. Lighting and Appliance Testing Division shall not be liable for whatever damage may occur on the calibration sample during calibration. 4. Samples to be submitted should be accompanied by a completely and accurately filled-out Service Request Form. 5. Lighting and Appliance Testing Division will not undertake any repair or maintenance of calibration samples when found to be faulty/defective during inspection/calibration. The calibration sample will be rejected and returned to the customer for replacement. 6. Range of calibrations is normally up to five (5) points per parameter. Additional points shall entail additional payment. 7. Calibration sample shall be clean must be clean and in good working condition and be accompanied by its operation and/or servicemanual if possible. 8. If the customer does not request calibration points, Lighting and Appliance Testing Division will refer to the manual/specification of the item to be calibrated. If all these are unavailable, calibration ranges provided on the updated version of EURAMET will be used. 9. The client shall notify Lighting and Appliance Testing Division of the schedule of retrieval of the calibration sample to process necessary documents and passes. 10. After calibration, Lighting and Appliance Testing Division will issue notices to customers for claiming test samples/calibration items according to the following timeframes:	



- *First Notice - Customer must claim the test samples/calibration items within two (2) weeks. If not claimed, a 2nd notice will be issued.*
- *Second Notice - Customer must claim the test samples/calibration items within one (1) week. If not claimed a 3rd notice will be issued.*
- *Third Notice - Customer must claim items within one (1) week. If not claimed, Lighting and Appliance Testing Division will dispose of unclaimed test samples/calibration items, as applicable.*

11. *Only calibration samples of customers without any liability to Lighting and Appliance Testing Division shall be permitted for pull-out, even if the customer has already been given notice for it.*

12. *Proper authorization is required to pull-out calibration sample(s) from Lighting and Appliance Testing Division.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Register to Energy Research and Testing Laboratory Services –Online Service Management System Location: https://ertls-osms.doe.gov.ph/ Notes/Instruction: 1. Client registers to Energy Research and Testing Laboratory Services – Online Service Management System only once. 2. If the client is already registered, skip this step, and proceed to client step no. 2. 3. If Energy Research and Testing Laboratory Services-OnlineServices Management System is not working (i.e., system malfunction, server down, etc.), Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests. Please refer to "ERTLS-LATD32-01 Calibration of Temperature Instruments for Internal Customers (for Additional Point) through Manual Processing". 4. For special cases of testing/calibration, clients may prefer to call beforehand to check if Lighting and Appliance Testing Division can render the service. Client may also bring the test/calibration sample for walk-in application but will also be instructed to register and request service through Energy Research and Testing Laboratory Services – Online Service Management System. 5. If client brings their equipment for walk-in application, staff conducts functionality check of equipment for calibration. During functionality check, if the equipment is	1.1. Assist client in registration to Energy Research and Testing Laboratory Services – Online Service Management System	None	30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	1.2. Review and approve the Client Registration		30 minute/s	• Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)



malfunctioning, not operating properly or has physical damages, Lighting and Appliance Testing Division will not process the service request and decline from calibrating the equipment.				
2. Request calibration service by filling-out service request form through Energy Research and Testing Laboratory Services - Online Services Management System Location: https://ertls-osms.doe.gov.ph/ Notes/Instruction: 1. Upload photos or videos of equipment to be calibrated. 2. If Energy Research and Testing Laboratory Services-Online Services Management System is not working (i.e., system malfunction, server down, etc.), Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests. Please refer to "ERTLS-LATD32-01 Calibration of Temperature Instruments for Internal Customers (for Additional Point) through Manual Processing".	2.1. Receive the request of the client through Energy Research and Testing Laboratory Services- Online Services Management System	None	30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.2. Review the service request. Click "Approve" if there are no corrections on the service request. Click "Request for Correction" if there are corrections on the service request.		30 minute/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.3. Approve the service request. Lighting and Appliance Testing Division will wait for the calibration sample to arrive Calibration/Instrumentation and Control Section		2 hour/s	• Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)
3. Bring/send calibration sample to Department of Energy - Lighting and Appliance Testing Division - Calibration/Instrumentation and Control Section Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. The client is responsible for logistic arrangements and fees.	3.1. Receive the equipment for calibration and conduct functionality check	None	2 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and



2. Wait for the completion of service of calibration services. 3. Monitor the request through Energy Research and Testing Laboratory Services - Online Service Management System or wait for Lighting and Appliance Testing Division's advice/noticef or the issuance/releasing of Calibration Certificate/s. The client may also call Lighting and Appliance Testing Division for updates on the status of service. 4. Fill out customer satisfaction form and download the Calibration Certificate in Energy Research and Testing Laboratory Services - Online Service Management System. 5. Claim/retrieve the calibrated equipment at Lighting ApplianceTesting Division - Calibration/Instrumentation and Control Section 3rd Floor NPTL Bldg. Department of Energy, EnergyCenter, Rizal Drive, Corner 34th Street, Bonifacio Global City.		Appliance Testing Division (LATD)
	3.2. Process the request through Energy Research and Testing Laboratory Services - Online Service Management System and indicate date of start of calibration and the expected end date of the service	2 hour/s Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.3. Conduct Calibration (Request for Additional Point)	2 working day/s, 3 hour/s Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.4. Compute for measurement uncertainty	1 working day/s, 4 hour/s Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.5. Prepare calibration certificate	1 working day/s Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research



			Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	3.6. Review and approve calibration certificate	4 hour/s	Senior Science Research Specialist /Supervising Science Research Specialist / Chief Science Research Specialist;; Lighting and Appliance Testing Division (LATD)
	3.7. Upload calibration certificate to Energy Research and Testing Laboratory Services - Online Service Management System. Client will be notified in the Energy Research and Testing Laboratory Services - Online Service Management System once the calibration certificate is ready for download.	4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
Total Processing Time:		Working Days: 6 working day/s, 7 hour/s	
Total Processing Fee:		Total Standard Fee: None	



5. ERTLS-LATD31 Calibration of Electrical Instruments for Internal Customers (for 1 to 5 Calibration Points per Parameter - AC/DC Voltage, AC/DC Current and Resistance) through Manual Processing

ISO 9001:2015 Certified

Calibration work is conducted to accommodate internal customers. Services offered are calibration of 1) Digital Power Meter up to 30KW; 2) Digital Multimeter up to 1000V AC/DC, 30A AC/DC (applied scope of accreditation is only up to 10A AC/DC) and Resistance up to 10GΩ (applied scope of accreditation is only up to 100MΩ); 3) AC/DC Voltmeters up to 1000V AC/DC; 4) AC/DC Ammeters up to 30A AC/DC (applied scope of accreditation is only up to 10A AC/DC); 5) Ohmmeters up to 10GΩ (applied scope of accreditation is only up to 100MΩ); 6) Resistors up to 10GΩ and; 7) Clamp Meters up to 1000V AC/DC, 30A AC/DC and Resistance up to 10GΩ.

This process/method will only be performed if Energy Research and Testing Laboratory Services-Online Services Management System is not working (i.e., system malfunction, server down, etc.). Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests.

Office or Division:	Lighting and Appliance Testing Division (LATD)			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOE Employees			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Filled-Out Service Request Form (SRF) (1) Original Copy			Department of Energy - Energy Research and Testing Laboratory Services / Lighting and Appliance Testing Division	
Remarks: Client shall completely fill out the Service Request Form (SRF).				
2. Working/Functional Calibration Sample (Sample: 1 Calibration Sample)			Applicant / Client	
Remarks: - Calibration items accepted by Lighting and Appliance Testing Division are the following: Digital Power Meters (Single Phase), Digital Multimeters, AC/DC Voltmeters, AC/DC Ammeters, Ohmmeters, Resistors and Clamp Meters. - Lighting and Appliance Testing Division shall accept one calibration item per service request. - Lighting and Appliance Testing Division shall not be liable for whatever damage may occur on the calibration sample during calibration. - Samples to be submitted should be accompanied by a completely and accurately filled-out Service Request Form. - Lighting and Appliance Testing Division will not undertake any repair or maintenance of calibration samples when found to be faulty/defective during inspection/calibration. The calibration sample will be rejected and returned to the customer for replacement. - Range of calibrations is normally up to five (5) points per parameter. Additional points shall entail additional payment. - Calibration sample shall be clean must be clean and in good working condition and be accompanied by its operation and/or servicemanual if possible. - If the customer does not request calibration points, Lighting and Appliance Testing Division will refer to the manual/specification of the item to be calibrated. If all these are unavailable, calibration ranges provided on the updated version of EURAMET will be used. - The client shall notify Lighting and Appliance Testing Division of the schedule of retrieval of the calibration sample to process necessary documents and passes. - After calibration, Lighting and Appliance Testing Division will issue notices to customers for claiming test samples/calibration items according to the following timeframes: - First Notice - Customer must claim the test samples/calibration items within two (2) weeks. If not claimed, a 2nd notice will be issued. - Second Notice - Customer must claim the test samples/calibration items within one (1) week. If not claimed a 3rd notice will be issued. - Third Notice - Customer must claim items within one (1) week. If not claimed, Lighting and Appliance Testing Division will dispose of unclaimed test samples/calibration items, as applicable. - Only calibration samples of customers without any liability to Lighting and Appliance Testing Division shall be permitted for pull-out, even if the customer has already been given notice for it. - Proper authorization is required to pull-out calibration sample(s) from Lighting and Appliance Testing Division.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



				(Designation; Office)
1. Submit/bring/send the calibration sample to Lighting and Appliance Testing Division - Calibration/Instrumentation and Control Section for visual inspection and checking Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. If client brings their equipment for walk-in application, staff conducts functionality check of equipment for calibration. During functionality check, if the equipment is malfunctioning, not operating properly or has physical damages, Lighting and Appliance Testing Division will not process the service request and decline from calibrating the equipment. 2. The client is responsible for logistic arrangements and fees.	1. Conduct physical inspection and functionality check to calibration sample	None	1 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
2. Fill out service request form Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. After filling out Service Request Form, client may go home and wait for the completion of service. 2. Lighting and Appliance Testing Division will inform the client if the calibration certificate is ready for pick up. 3. Claim/retrieve the calibrated equipment at Lighting Appliance Testing Division - Calibration/Instrumentation and Control Section 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City.	2.1. Assist client in filling out service request form	None	1 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.2. Review the service request form		2 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and



			Appliance Testing Division (LATD)
	2.3. Approve the service request.	4 hour/s	Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.4. Conduct Calibration (Default request is 1 up to 5 points per parameter)	1 working day/s, 4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.5. Compute for measurement uncertainty	1 working day/s, 4 hour/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.6. Prepare calibration certificate	1 working day/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.7. Review and approve calibration certificate	4 hour/s	Senior Science Research Specialist /Supervising Science Research Specialist / Chief



			Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.8. Prepare receiving copy or calibration certificate and hand the original copy to the client	4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
Total Processing Time:		Working Days: 6 working day/s	
Total Processing Fee:		Total Standard Fee: None	



6. ERTLS-LATD31-01 Calibration of Electrical Instruments for Internal Customers (for Additional Point) through Manual Processing

ISO 9001:2015 Certified

Calibration work is conducted to accommodate internal customers. Services offered are calibration of 1) Digital Power Meter up to 30KW; 2) Digital Multimeter up to 1000V AC/DC, 30A AC/DC (applied scope of accreditation is only up to 10A AC/DC) and Resistance up to 10GΩ (applied scope of accreditation is only up to 100MΩ); 3) AC/DC Voltmeters up to 1000V AC/DC; 4) AC/DC Ammeters up to 30A AC/DC (applied scope of accreditation is only up to 10A AC/DC); 5) Ohmmeters up to 10GΩ (applied scope of accreditation is only up to 100MΩ); 6) Resistors up to 10GΩ and; 7) Clamp Meters up to 1000V AC/DC, 30A AC/DC and Resistance up to 10GΩ.

This process/method will only be performed if Energy Research and Testing Laboratory Services-Online Services Management System is not working (i.e., system malfunction, server down, etc.). Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests.

Office or Division:	Lighting and Appliance Testing Division (LATD)			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOE Employees			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Filled-Out Service Request Form (SRF) (1) Original Copy			Department of Energy - Energy Research and Testing Laboratory Services / Lighting and Appliance Testing Division	
Remarks: Client shall completely fill out the Service Request Form (SRF).				
2. Working/Functional Calibration Sample (Sample: 1 Calibration Sample)			Applicant / Client	
Remarks: - Calibration items accepted by Lighting and Appliance Testing Division are the following: Digital Power Meters (Single Phase), Digital Multimeters, AC/DC Voltmeters, AC/DC Ammeters, Ohmmeters, Resistors and Clamp Meters. - Lighting and Appliance Testing Division shall accept one calibration item per service request. - Lighting and Appliance Testing Division shall not be liable for whatever damage may occur on the calibration sample during calibration. - Samples to be submitted should be accompanied by a completely and accurately filled-out Service Request Form. - Lighting and Appliance Testing Division will not undertake any repair or maintenance of calibration samples when found to be faulty/defective during inspection/calibration. The calibration sample will be rejected and returned to the customer for replacement. - Range of calibrations is normally up to five (5) points per parameter. Additional points shall entail additional payment. - Calibration sample shall be clean must be clean and in good working condition and be accompanied by its operation and/or servicemanual if possible. - If the customer does not request calibration points, Lighting and Appliance Testing Division will refer to the manual/specification of the item to be calibrated. If all these are unavailable, calibration ranges provided on the updated version of EURAMET will be used. - The client shall notify Lighting and Appliance Testing Division of the schedule of retrieval of the calibration sample to process necessary documents and passes. - After calibration, Lighting and Appliance Testing Division will issue notices to customers for claiming test samples/calibration items according to the following timeframes: - First Notice - Customer must claim the test samples/calibration items within two (2) weeks. If not claimed, a 2nd notice will be issued. - Second Notice - Customer must claim the test samples/calibration items within one (1) week. If not claimed a 3rd notice will be issued. - Third Notice - Customer must claim items within one (1) week. If not claimed, Lighting and Appliance Testing Division will dispose of unclaimed test samples/calibration items, as applicable. - Only calibration samples of customers without any liability to Lighting and Appliance Testing Division shall be permitted for pull-out, even if the customer has already been given notice for it. - Proper authorization is required to pull-out calibration sample(s) from Lighting and Appliance Testing Division.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



				(Designation; Office)
1. Submit/bring/send the calibration sample to Lighting and Appliance Testing Division - Calibration/Instrumentation and Control Section for visual inspection and checking Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. If client brings their equipment for walk-in application, staff conducts functionality check of equipment for calibration. During functionality check, if the equipment is malfunctioning, not operating properly or has physical damages, Lighting and Appliance Testing Division will not process the service request and decline from calibrating the equipment. 2. The client is responsible for logistic arrangements and fees.	1. Conduct physical inspection and functionality check to calibration sample	None	1 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
2. Fill out service request form Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. After filling out Service Request Form, client may go home and wait for the completion of service. 2. Lighting and Appliance Testing Division will inform the client if the calibration certificate is ready for pick up. 3. Claim/retrieve the calibrated equipment at Lighting Appliance Testing Division - Calibration/Instrumentation and Control Section 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City.	2.1. Assist client in filling out service request form	None	1 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.2. Review the service request form		2 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and



			Appliance Testing Division (LATD)
	2.3. Approve the service request.	4 hour/s	Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.4. Conduct Calibration (Request for Additional Point)	1 working day/s, 5 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.5. Compute for measurement uncertainty	1 working day/s, 4 hour/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.6. Prepare calibration certificate	1 working day/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.7. Review and approve calibration certificate	4 hour/s	Senior Science Research Specialist /Supervising Science Research Specialist / Chief



			Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.8. Prepare receiving copy or calibration certificate and hand the original copy to the client	4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
Total Processing Time:		Working Days: 6 working day/s, 1 hour/s	
Total Processing Fee:		Total Standard Fee: None	



7. ERTLS-LATD32 Calibration of Temperature Instruments for Internal Customers (for 1 to 5 Calibration Points) through Manual Processing

ISO 9001:2015 Certified

Calibration work is conducted to accommodate internal customers. Services offered are calibration of 1) Platinum Resistance Thermometers (-10°C to 420°C); 2) Liquid-in-Glass Thermometers (80°C to 150°C); 3) Digital/Bi-metal Thermometers/RTD/Thermocouples (-24°C to 420°C).

This process/method will only be performed if Energy Research and Testing Laboratory Services-Online Services Management System is not working (i.e., system malfunction, server down, etc.). Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests.

Office or Division:	Lighting and Appliance Testing Division (LATD)			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOE Employees			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Filled-Out Service Request Form (SRF) (1) Original Copy			Department of Energy - Energy Research and Testing Laboratory Services / Lighting and Appliance Testing Division	
Remarks: Client shall completely fill out the Service Request Form (SRF).				
2. Working/Functional Calibration Sample (Sample: 1 Calibration Sample)			Applicant / Client	
Remarks: - Calibration items accepted by Lighting and Appliance Testing Division are the following: Platinum Resistance Thermometers (PRT), Liquid-in-Glass (LIG) Thermometers, and Digital/Bi-metal Thermometers/RTD/Thermocouples. - Lighting and Appliance Testing Division shall accept one calibration item per service request. - Lighting and Appliance Testing Division shall not be liable for whatever damage may occur on the calibration sample during calibration. - Samples to be submitted should be accompanied by a completely and accurately filled-out Service Request Form. - Lighting and Appliance Testing Division will not undertake any repair or maintenance of calibration samples when found to be faulty/defective during inspection/calibration. The calibration sample will be rejected and returned to the customer for replacement. - Range of calibrations is normally up to five (5) points per parameter. Additional points shall entail additional payment. - Calibration sample shall be clean must be clean and in good working condition and be accompanied by its operation and/or servicemanual if possible. - If the customer does not request calibration points, Lighting and Appliance Testing Division will refer to the manual/specification of the item to be calibrated. If all these are unavailable, calibration ranges provided on the updated version of EURAMET will be used. - The client shall notify Lighting and Appliance Testing Division of the schedule of retrieval of the calibration sample to process necessary documents and passes. - After calibration, Lighting and Appliance Testing Division will issue notices to customers for claiming test samples/calibration items according to the following timeframes: - First Notice - Customer must claim the test samples/calibration items within two (2) weeks. If not claimed, a 2nd notice will be issued. - Second Notice - Customer must claim the test samples/calibration items within one (1) week. If not claimed a 3rd notice will be issued. - Third Notice - Customer must claim items within one (1) week. If not claimed, Lighting and Appliance Testing Division will dispose of unclaimed test samples/calibration items, as applicable. - Only calibration samples of customers without any liability to Lighting and Appliance Testing Division shall be permitted for pull-out, even if the customer has already been given notice for it. - Proper authorization is required to pull-out calibration sample(s) from Lighting and Appliance Testing Division.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)



1. Submit/bring/send the calibration sample to Lighting and Appliance Testing Division - Calibration/Instrumentation and Control Section for visual inspection and checking Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. If client brings their equipment for walk-in application, staff conducts functionality check of equipment for calibration. During functionality check, if the equipment is malfunctioning, not operating properly or has physical damages, Lighting and Appliance Testing Division will not process the service request and decline from calibrating the equipment. 2. The client is responsible for logistic arrangements and fees.	1. Conduct physical inspection and functionality check to calibration sample	None	1 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
2. Fill out service request form Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. After filling out Service Request Form, client may go home and wait for the completion of service. 2. Lighting and Appliance Testing Division will inform the client if the calibration certificate is ready for pick up. 3. Claim/retrieve the calibrated equipment at Lighting Appliance Testing Division - Calibration/Instrumentation and Control Section 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City.	2.1. Assist client in filling out service request form	None	1 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.2. Review the service request form		2 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and



			Appliance Testing Division (LATD)
	2.3. Approve the service request.	4 hour/s	Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.4. Conduct Calibration (Default Request is 1 up to 5 Points)	2 working day/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.5. Compute for measurement uncertainty	1 working day/s, 4 hour/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.6. Prepare calibration certificate	1 working day/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.7. Review and approve calibration certificate	4 hour/s	Senior Science Research Specialist /Supervising Science Research Specialist / Chief



			Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.8. Prepare receiving copy or calibration certificate and hand the original copy to the client	4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
Total Processing Time:		Working Days: 6 working day/s, 4 hour/s	
Total Processing Fee:		Total Standard Fee: None	



8. ERTLS-LATD32-01 Calibration of Temperature Instruments for Internal Customers (for Additional Point) through Manual Processing

ISO 9001:2015 Certified

Calibration work is conducted to accommodate internal customers. Services offered are calibration of 1) Platinum Resistance Thermometers (-10°C to 420°C); 2) Liquid-in-Glass Thermometers (80°C to 150°C); 3) Digital/Bi-metal Thermometers/RTD/Thermocouples (-24°C to 420°C).

This process/method will only be performed if Energy Research and Testing Laboratory Services-Online Services Management System is not working (i.e., system malfunction, server down, etc.). Lighting and Appliance Testing Division will revert to manual receiving and processing of calibration requests.

Office or Division:	Lighting and Appliance Testing Division (LATD)			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOE Employees			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Filled-Out Service Request Form (SRF) (1) Original Copy			Department of Energy - Energy Research and Testing Laboratory Services / Lighting and Appliance Testing Division	
Remarks: Client shall completely fill out the Service Request Form (SRF).				
2. Working/Functional Calibration Sample (Sample: 1 Calibration Sample)			Applicant / Client	
Remarks: - Calibration items accepted by Lighting and Appliance Testing Division are the following: Platinum Resistance Thermometers (PRT), Liquid-in-Glass (LIG) Thermometers, and Digital/Bi-metal Thermometers/RTD/Thermocouples. - Lighting and Appliance Testing Division shall accept one calibration item per service request. - Lighting and Appliance Testing Division shall not be liable for whatever damage may occur on the calibration sample during calibration. - Samples to be submitted should be accompanied by a completely and accurately filled-out Service Request Form. - Lighting and Appliance Testing Division will not undertake any repair or maintenance of calibration samples when found to be faulty/defective during inspection/calibration. The calibration sample will be rejected and returned to the customer for replacement. - Range of calibrations is normally up to five (5) points per parameter. Additional points shall entail additional payment. - Calibration sample shall be clean must be clean and in good working condition and be accompanied by its operation and/or servicemanual if possible. - If the customer does not request calibration points, Lighting and Appliance Testing Division will refer to the manual/specification of the item to be calibrated. If all these are unavailable, calibration ranges provided on the updated version of EURAMET will be used. - The client shall notify Lighting and Appliance Testing Division of the schedule of retrieval of the calibration sample to process necessary documents and passes. - After calibration, Lighting and Appliance Testing Division will issue notices to customers for claiming test samples/calibration items according to the following timeframes: - First Notice - Customer must claim the test samples/calibration items within two (2) weeks. If not claimed, a 2nd notice will be issued. - Second Notice - Customer must claim the test samples/calibration items within one (1) week. If not claimed a 3rd notice will be issued. - Third Notice - Customer must claim items within one (1) week. If not claimed, Lighting and Appliance Testing Division will dispose of unclaimed test samples/calibration items, as applicable. - Only calibration samples of customers without any liability to Lighting and Appliance Testing Division shall be permitted for pull-out, even if the customer has already been given notice for it. - Proper authorization is required to pull-out calibration sample(s) from Lighting and Appliance Testing Division.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)



1. Submit/bring/send the calibration sample to Lighting and Appliance Testing Division - Calibration/Instrumentation and Control Section for visual inspection and checking Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. If client brings their equipment for walk-in application, staff conducts functionality check of equipment for calibration. During functionality check, if the equipment is malfunctioning, not operating properly or has physical damages, Lighting and Appliance Testing Division will not process the service request and decline from calibrating the equipment. 2. The client is responsible for logistic arrangements and fees.	1. Conduct physical inspection and functionality check to calibration sample	None	1 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
2. Fill out service request form Location: 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City Notes/Instruction: 1. After filling out Service Request Form, client may go home and wait for the completion of service. 2. Lighting and Appliance Testing Division will inform the client if the calibration certificate is ready for pick up. 3. Claim/retrieve the calibrated equipment at Lighting Appliance Testing Division - Calibration/Instrumentation and Control Section 3rd Floor NPTL Bldg. Department of Energy, Energy Center, Rizal Drive, Corner 34th Street, Bonifacio Global City.	2.1. Assist client in filling out service request form	None	1 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.2. Review the service request form		2 hour/s	• Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and



			Appliance Testing Division (LATD)
	2.3. Approve the service request.	4 hour/s	Chief Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.4. Conduct Calibration (Request for additional point)	2 working day/s, 3 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.5. Compute for measurement uncertainty	1 working day/s, 4 hour/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.6. Prepare calibration certificate	1 working day/s	Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.7. Review and approve calibration certificate	4 hour/s	Senior Science Research Specialist /Supervising Science Research Specialist / Chief



			Science Research Specialist; Lighting and Appliance Testing Division (LATD)
	2.8. Prepare receiving copy or calibration certificate and hand the original copy to the client	4 hour/s	Laboratory Technician II / Science Research Analyst / Science Research Specialist I / Science Research Specialist II / Senior Science Research Specialist / Supervising Science Research Specialist; Lighting and Appliance Testing Division (LATD)
Total Processing Time:		Working Days: 6 working day/s, 7 hour/s	
Total Processing Fee:		Total Standard Fee: None	