<u>Citizen's Charter Handbook Template</u> **Type of Service:** External

1. Request for Certificate of Academic Ranking (Institute Level)

Request of Student for Certificate of Academic Ranking in unit level for NMAT/Medical School Admission Requirement

Office or Division:	Administration Office, National Institute of Molecular Biology and Biotechnology (NIMBB)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	NIMBB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form 1.1 Manual submission of Request form; 1.2 Online form	NIMBB Administrative Office; Go to https://tinyurl.com/23ebdvhr
 2. If not filed by NIMBB Student, please provide the following: 2.1 Authorization letter from the Requesting Party; 2.2 Photocopy of identification card of NIMBB Student; 2.3 Identification card of authorized person 	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out request form	Receive request form with complete details	None	5 Minutes	Administrative Assistant NIMBB Administrative Office
Wait for the issuance of certification	Check student status and ranking	None	10 Minutes	Administrative Assistant NIMBB Administrative Office
	2.1 Prepare certification after checking student records	None	15 Minutes	Administrative Assistant NIMBB Administrative Office
	2.2 Forward certification to Director's Office for signing	None	4 Hours	Administrative Officer NIMBB Administrative Office
	2.3 Release to Requesting Party	None	Requests received before 12:00 noon will be released within 5 Working Hours	Administrative Assistant NIMBB Administrative Office

		Requests received after 12:00 noon will be released within 8 working Hours	
TOTAL:	None	2 Days	

Type of Service: External

2. Online Request for Institute Level Certification/s (Academic Ranking/Enrollment/Good Moral Character/Bonafide Student) – under the new normal

Request of Student for Certificate under the new normal for NMAT/Medical School Admission Requirement and/or as supporting document for the graduate program application to foreign academic Colleges/Universities

academic Colleges/Universities				
Office or Division:	Administration Office, National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	NIMBB Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
3. Online Request form		Go to https://t	inyurl.com/23ebdv	<u>/hr</u>
	Prepare a photo or scanned copy of UP ID for verification in JPEG or PDF format		Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out the online request form	8. Receive request form with complete details. The Institute will send a confirmation email. Please be patient, it may take longer than usual	None	1 Day	Administrative Assistant NIMBB Administrative Office
Wait for the issuance of certification	Check student records	None	15 Minutes	Administrative Assistant NIMBB Administrative Office
	3.1 Prepare certification/s after	None	15 Minutes	Administrative Assistant

records			Administrative Office
3.2 Forward certification to Director's Office for signing	None	4 Hours	Administrative Officer NIMBB Administrative Office
3.3 The Institute will email the digitally signed copy of requested certification	None	Request will be released within 1 Day	Administrative Assistant NIMBB Administrative Office
TOTAL:	None	3 Days	

3. Request for Locker

Request for Locker of UG and Graduate Students of NIMBB for safekeeping of academic supplies and materials

Administration Office National Institute of Molecular Biology and

Office or Division:	Biotechnology (NIMBB)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	NIMBB Students			
CHECKLIST OF	REQUIREMENTS	1	WHERE TO SEC	URE
Registration form for	Locker	NIMBB Admini	strative Office	
2. Proof of identification		Requesting Pa	rty	
3. Lock and locker combination		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out registration form	Receive registration form	None	5 Minutes	Administrative Assistant NIMBB Administrative Office
	1.1 Verify student registration and enrollment status	None	15 Minutes	Administrative Assistant NIMBB Administrative Office
	1.2 Check available locker	None	10 Minutes	Administrative Assistant NIMBB Administrative Office

	TOTAL:	None	35 Minutes	
Provide lock and locker combination	2. Release assigned locker to Requesting Party	None	5 Minutes	Administrative Assistant NIMBB Administrative Office

Type of Service: External

4. Travel Order for NIMBB Students

Travel Order for NIMBB Students for Visa Application to attend Scientific Conferences for Paper/Poster presentation

Office or Division:	Administration Office, National Institute of Molecular Biology and Biotechnology (NIMBB)				
Classification:	Simple	Simple			
Type of Transaction:	Government to Citizen				
Who may avail:	NIMBB Students				
CHECKLIST OF	REQUIREMENTS	,	WHERE TO SEC	URE	
1. Travel Order Form		NIMBB Admini	strative Office		
2. Invitation/Acceptance	e, Abstract/Program	Requesting Pa	rty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out Travel Order Form	Receive Travel Order Form with complete requirements	None	5 Minutes	Administrative Assistant NIMBB Administrative Office	
	1.1 Verification of student registration and enrollment status	None	15 Minutes	Administrative Officer NIMBB Administrative Office	
	1.2 Forward form to the Director for signature	None	4 Hours	Administrative Officer NIMBB Administrative Office	
Wait for signed Travel Order Form	Release to Requesting Party	None	5 Minutes	Administrative Assistant NIMBB Administrative Office	
	TOTAL:	None	4 Hours and 25 Minutes		

Type of Service: External

5. Internship/Science Immersion Program (SIP)

scientists and rese	in developing science, tech archers.	nnology, and lab	oratory skills and	to interact with
Office or Division:	Administration Office, National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Government Educational	Institution		
CHECKLIST OF	REQUIREMENTS	,	WHERE TO SEC	URE
Letter request address Director to accommod complete details:	date students for SIP with ts I.D.	Requesting Pa	rty	
Copy of Memorandum of Agreement (MOA) with the University of the Philippines Diliman signed by the UPD Chancellor		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON
		PAID	I IIVI 🗀	RESPONSIBLE
Letter of request with complete details and requirements	Receive letter of request with complete requirements	PAID	5 Minutes	Administrative Assistant NIMBB Administrative Office
with complete details	request with complete	Fees may vary on the type of experiments / modules per		Administrative Assistant NIMBB Administrative

accommodate

1.3 Deputy Director for

Facilities and

students

Office

Deputy Director for

Facilities and

Resources

1 Day

<u>Citizen's Charter Handbo</u>	Resources to coordinate with the Requesting Party		NIMBB Administrative Office
Wait for confirmation of schedule and laboratory fees	Release schedule of internship to Requesting Party with schedule of fees	1 Hour	Deputy Director for Facilities and Resources Administrative Office
Confirm to proceed with the SIP	Confirm schedules to assigned laboratory	1 Day	Deputy Director for Facilities and Resources NIMBB Administrative Office
4. Payment	4. Receive payment	10 Minutes	Administrative Officer NIMBB Administrative Office
	4.1 NIMBB will prepare order of payment	15 Minutes	Administrative Officer NIMBB Administrative Office
	4.2 Cash Office will process clearing of payment	3 Days	Cashier Cash Office, UP Diliman
	4.3 Cash Office will issue Official Receipt to NIMBB	3 Days	<i>Cashier</i> Cash Office, UP Diliman
5. Receive Official Receipt	5. Issue Official Receipt to Client	15 Minutes	Administrative Officer NIMBB Administrative Office
	TOTAL:	8 Days, 5 Hours, and 45 Minutes	

Type of Service: External

6. Request for Study/Laboratory Tour

Request from other Schools/Colleges/Universities for Study/Laboratory Tour to provide information on the Science and Technology

Office or Division:	NIMBB Administration Office		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	Other Schools/Colleges/Universities		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE	

Letter of request with complete details
 (number of guests, target date, and other details of the Study/Lab Tour)

Requesting Party

details of the Study/Lab Tour)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request	Receive letter of request with complete details	None	5 Minutes	Administrative Assistant NIMBB Administrative Office
2. Wait for approval and schedule of visit/tour	Evaluate request for approval of the Director	None	15 Minutes	Administrative Officer NIMBB Administrative Office
	2.1 Forward to Director's Office for instructions and approval	None	1 Day	Administrative Officer NIMBB Administrative Office
	2.2 Forward instructions and approval to Deputy Director for Facilities and Resources for scheduling of visit	None	15 Minutes	Administrative Officer NIMBB Administrative Office
	2.3 Deputy Director for Facilities and Resources will coordinate with Laboratory Manager for scheduling and assignment of Researchers	None	1 Day	Deputy Director for Facilities and Resources NIMBB Administrative Office
	2.4 Deputy Director for Facilities and Resources will communicate via phone or email the approval and schedule of visit/tour	None	1 Day	Deputy Director for Facilities and Resources NIMBB Administrative Office
	TOTAL:	None	3 Days and 35 Minutes	

Type of Service: External

3. Payment

7. Disease Molecular Biology and Epigenetics Laboratory Services

Laboratory analysis of Cytotoxicity and Orthogonal Assays for researchers for medical and research projects.

research proj	ects.	o or optotomony and orang	ona. Alegay one.		
Office or Division	:	Disease Molecular Biology Laboratory (DMBEL), National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification:		Highly Technical			
Type of Transaction	on:	Government to Government/Government to Citizen/Government to Business			
Who may avail:		UP Researchers/Other Government Researchers/Industry			
CHECKLIS	ST OF	REQUIREMENTS	WHERE TO SECURE		
Fill-out Transmittal Form (in triplicates)		Disease Molecular Biology and Epigenetics Laboratory (DMBEL)			
		nission Form (in triplicates)	Disease Mole Laboratory (D	cular Biology and MBEL)	Epigenetics
Cytotoxicity assay results, if for orthogonal testing and should have the following data:		Requesting Party			
Pre-weighed samples (usually 5 mg/tube) in 1.5ml tubes with complete labels		Requesting Party			
CLIENT STEPS	S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished for together with samples	orms	Receive transmittal and sample submission form		10 Minutes	Laboratory Coordinator DMBEL, NIMBB
		1.1 Check and assess submitted sample/s for disease indication	Fees vary per type of assay, number of samples	30 Minutes	Laboratory Coordinator DMBEL, NIMBB or Researcher DMBEL, NIMBB
Wait for billing statement		2.Prepare bill statement	and assay format	10 Minutes	DMBEL assigned Researcher
2. Doument		3.NIMBB will prepare order of payment	Please see table of fees	15 Minutes	Administrative Officer NIMBB Administrative

3.1 Cash Office will

process clearing of

payment

Administrative

Office

Cashier

Cash Office, UP

Diliman

3 Days

	TOTAL:	49 Working	DMBEL, NIMBB
4. Wait for the results	4.Results will be sent via email to the Client	20 Minutes	Laboratory Coordinator
	3.3 Researcher will perform the assay	45 Working Days	Coordinator DMBEL, NIMBB or Researcher DMBEL, NIMBB
			Laboratory
	3.2 Cash Office will issue Official Receipt to NIMBB		Cashier Cash Office, UP Diliman

DMBEL LABORATORY SERVICES UPDATED ASSAY PRICES (2022)

Note: Prices are reckoned on a per-set basis, not a per-sample basis. The indicated prices are for one full set with the maximum number of samples indicated. For fractional sets and/or multiple sets of samples, please contact us for an exact quotation: dmbel.labservices.upd@up.edu.ph

UPDATED PRICES (2022)					
Assay	Max no. of samples/set	Platform	UP Researcher	Government/TLDC	Private Institution
TOXICITY					
DH Cytotoxicity Assay, 1 cell	8	Multimode	₱35,326.37	₱44,157.96	₱ 58,877.28
DH Cytotoxicity Assay, 2 cell lines (Hepato- and Nephrotoxicity)	8	Multimode	₱70,652.73	₱88,315.91	₱117,754.5
DH Cytotoxicity Assay, 3 cell lines (Hepato-, Nephro- and Cardiotoxicity)	8	Multimode	₱93,582.33	₱116,977.91	₱155,970.5
CANCER	E0:	20			
Caspase-Glo 3/7 Apoptosis Assay	17	Multimode	₽56,771.37	₱70,964.21	₱94,618.95
Scratch Wound Migration Assay	17	HCI	₱73,425.79	₱91,782.24	₱122,376.3
RealTime-Glo Proliferation Assay	17	Multimode	₽ 66,493.92	₱83,117.40	₱110,823.2
MTS Proliferation Assay	17	Multimode	₱ 76,412.38	₱ 95,515.47	₱127,353.9
HYPERCHOLESTEROLEMIA					
LDL Uptake (Bodipy staining)	17	HCI	₱187,414.21	₱ 234,267.76	₱312,357.0
Cholesterol Uptake (Filipin staining)	17	HCI	₱156,998.46	₱196,248.08	₱261,664.1
NFLAMMATION					
LPS Challenge (DCFDA staining)	17	HCI	₱106,127.12	₱132,658.89	₱176,878.5
COX2 Reporter Assay	8	Multimode	₱76,802.74	₱96,003.42	₱128,004.5
DIABETES					
Glucose Uptake-Glo Assay	17	Multimode	₱105,133.49	₱ 131,416.86	₱175,222.4
HYPERTENSION	·.	20 0			**
ACE Activity Assay	10	Multimode	₱41,081.48	₱51,351.86	₱68,469.14
OBESITY					
Lipid Accumulation Assay (LipidTox)	16	HCI	₱ 152,779.76	₱190,974.70	₱ 254,632.9
Triglyceride Quantification Assay	16	Multimode	₱113,154.14	₱141,442.67	₱188,590.2
ADME-Tox Assays					
Absorption					
Caco-2 permeability assay	10	n/a	₱93,216.40	₱116,520.50	₱155,360.6
MDCK-MDR1 permeability assay	10	n/a	₱70,988.77	₱ 88,735.96	₱ 118,314.6
MDCK-MDR1 calcein efflux inhibition assay	17	HCI	₱115,065.47	₱ 143,831.84	₱ 191,775.7
Metabolism			8	50	
CYP450 Inhibition Assay	17	Multimode	₱ 80,443.23	₱ 100,554.04	₱13 4 ,072.0
Toxicity					
IdMOC Toxicity Assay	16	Multimode	₱188,852.61	₱ 236,065.76	₱314,754.3
		Section 1			

General Guidelines on Sample Submission to the Disease Molecular Biology and Epigenetics Laboratory

FOR ALL RESEARCHERS:

CYTOTOXICITY TESTING REQUIREMENTS

To submit samples for assay, please provide the following:

- 1) Primary assay results
- 2) Completely filled out Samples Transmittal Form [STF]
- 3) Completely filled out Sample Submission Form [SSF]

Note: Please indicate the primary assay (enzymatic) performed for each sample.

Pre-weighed samples in 1.5 mL tubes with complete labels
 Note: If test concentration is less than 1 ppm, please provide exactly 1 mg per sample.

If test concentration is between 1 ppm and 50 ppm, please provide exactly 5 mg sample.

If test concentration is more than 50 ppm, please provide exactly 10 mg sample.

If multiple test concentrations will be used, please provide for the sample with the highest concentration.

The sample amonut in a single tube should not exceed 20 mg. If you wish to provide >20 mg of sample, please use multiple tubes.

Please try to limit sample names to a maximum of 12 characters.

NOTE: Please make sure to indicate the primary assay at which your samples have been deemed as bioactive. We will only assay for cytotoxicity at the lowest bioactive concentration determined through the primary (enzymatic) assay.

ORTHOGONAL TESTING REQUIREMENTS

To request for orthogonal assays, please provide the following:

- 1) Primary assay results
- 2) Cytotoxicity (Hepatotoxicity, nephrotoxicity, and/or cardiotoxicity) assay results
- 3) Completely filled out Samples Transmittal Form [STF]

Note: If samples were previously submitted for cytotoxicity assay to the ADMET team, kindly send us the SSF code and/or ADMET CODE provided

- 4) Completely filled out Sample Submission Form [SSF]
- 5) Pre-weighed samples of exactly 5 mg in 1.5 mL tubes with complete labels

The sample amonut in a single tube should not exceed 20 mg. If you wish to provide >20 mg of sample, please use multiple tubes.

Please try to limit sample names to a maximum of 12 characters

Note: If samples were previously submitted for cytotoxicity assay, additional samples need not be provided unless otherwise noted.

IMPORTANT REMINDERS FOR ALL

- 1. Please note that we operate on a "first come, first served" basis. Your samples would have to be in line if another batch came in earlier.
- 2. We strive to release results within 45 working days after the start of the assay, unless otherwise notified. However, please note that due to the Covid-19 pandemic, we are currently operating below full capacity, and work interruptions due to lockdowns/quarantines may significantly delay our assay timelines.
- 3. Assays will only begin upon completion of all requirements.
- 4. You will receive a sample submission form code [SSF code] which you can use as a reference to request for updates and inquiries.
- 5. If your institution requires preliminary results prior to payment, kindly let us know. We will include you in the queue but we will prioritize paid requests
- 6. You will be informed of any problems encountered that may affect the given deadline. Cell-based assays are done on various cell lines that have different growth conditions with corresponding time constraints. Please allow us enough time to culture and propagate cells to accommodate all assays.

For samples part of the DDHP consortium or Synthesis Projects:

Please contact dmbel.admet@gmail.com for cytotoxicity assay concerns.

Please contact dmbel.ddoa@gmail.com for orthogonal assay concerns.

Type of Service: External

8. Genome Editing Facility Services- Molecular Endocrinology Laboratory

Laboratory service for generation of lentiviral knockdown and overexpression vector constructs, CRISPR constructs and lentiviral particles, and lentiviral transduction of mammalian cell lines.

Office of Division:	Genome Editing	Facility (GEF), Molecular Endocrinology Laboratory		
	(MEL), National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Government to Citizen/Government to Business			
Who may avail:		d research facilities in (UP, academic institutions, and osafety Level 2 certification		
CHECKLIST OF REC		WHERE TO SECURE		
Fill-out Transmittal Form		Genome Editing Facility (GEF), Molecular Endocrinology Laboratory (MEL) https://nimbb.upd.edu.ph/services/gef-services/		
2. Fill-out Service Request Form		Genome Editing Facility (GEF), Molecular Endocrinology Laboratory (MEL) https://nimbb.upd.edu.ph/services/gef-services/		
3. Biosafety Level 2 Ce	rtification	Requesting Party		
4. Proof of cell line authentication detailing assay used for authentication and date of authentication		Requesting Party		
5. Proof of mycoplasma testing detailing assay used and date of testing.		Requesting Party		
6. Cell line stored and received in dry ice		Requesting Party		
7. Filled out Material Transfer Agreement for receiving vector constructs, cloning, and cell lines reagents, and for sending out lentiviral particles and transduced cell lines.		Requesting Party and Genome Editing Facility (GEF), Molecular Endocrinology Laboratory (MEL)		
8. Certification and clearance from courier services for sending out vector constructs, lentiviral particles, and/or transduced cell lines		Requesting Party and Genome Editing Facility (GEF), Molecular Endocrinology Laboratory (MEL)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all accomplished forms and required biosafety clearance, cell line authentication and mycoplasma test results, and cell line(s)	Receive transmittal, service request form, and required clearance and certifications	Fees vary on type of genome editing	30 minutes	Laboratory Coordinator GEF- MEL, NIMBB
	Check and assess submitted cell lines for viability and growth	service and number of samples. Please refer	3-7 days depending on cell line	Laboratory Coordinator GEF- NIMBB or Researcher GEF-
2. Wait for billing statement	2. Prepare billing statement	to table detailing cost of services.	10 minutes	MEL, NIMBB Lab Coordinator or Researcher GEF-MEL NIMBB
3. Payment	3. NIMBB will prepare order of payment		15 minutes	Administrative Officer NIMBB Administrative
	3.1 Cash Office will process clearing of payment 3.2 Cash Office will issue an Official Receipt to NIMBB 3.3 Researcher will perform genome editing service request		3 days Within 15-60 days depending on service request and sample	Office Cashier Cash Office, UP Diliman Cashier Cash Office, UP Diliman Lab Coordinator or Researcher GEF-MEL NIMBB
4. Receiving of vector constructs, lentiviral particles, and/or transduced cell lines	4. Shipping of vector constructs, lentiviral particles, and/or transduced cell line		Within 3-5 days	Lab Coordinator or Researcher GEF-MEL NIMBB
33	TOTAL:		Within 24-75 days (depending on service) and 45 minutes	

Services Offered	Cost
15-ml Lentiviral Soup (concentrated)	25,151.94
Cloning shRAN	18,341.40
Cloning gene for overexpression	18,754.20