

**Citizen’s Charter No. GISMB/GICTD-01**





**Name of Office** : **Geospatial Information and Communications Technology Division,  
Geospatial Information System Management Branch  
National Mapping and Resource Information Authority**

**Frontline Service** : **Provision of ICT Support Services**

**Schedule of Availability of Service** : **Monday – Friday, 8:00 AM – 5:00 PM**

**Who May Avail of the Service** : **Internal Clients**

**How to Avail of the Service** : **Phone-in and Online**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request for desired service through GICTD Online Request System 	Accept request 	 <b>SHERRY ANN S. PEREZ</b> Administrative Aide VI	1 minute		
		Diagnose and perform repair and operational test 	Assigned GICTD Technical Staff	8 hours		

Classify for proper disposition



**ANDRES P.  
ROQUE II**  
ICT Research Section  
Chief





**ROBERTO L.  
CALLORINA**  
Network  
Administration  
Section Chief



**LOURDES LYN B.  
AQUILER**  
Computer Support  
Section Chief

5 minutes



2	Sign and acknowledge the Technical Inspection Report; and leave feedback 	Verify and sign Technical Inspection Report	 <b>MAGELLAN C. AZUCENA</b> GICTD Chief	5 minutes	Technical Inspection Report	
				<b>Total Duration:</b> <b>8 hours and 11 minutes</b>		