













Citizen's Charter No. GISMB/GISD-04

- Name of Office** : **Geospatial Information Services Division, Geospatial Information Systems Management Branch
National Mapping and Resource Information Authority**
- Frontline Service** : **Provision of Media Production and Packaging Services (Document Editing Service; Graphic Arts Services [Photo Editing and Design of Poster and Tarpaulin]; Photo, Video, and NAMRIA *Newscoop* Documentation of an Event; Preparation of Photo and Video Copies; and Speech/Message Writing)**
- 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** : **Walk-in, Phone-in (+632 8842844), Mail, 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 desired product/service through Client Request Management System (CRMS) 	Receive Request Check completeness of information provided in the form Endorse request to Concerned Frontline Service Personnel	 MARIA NIEVES D. ARIAS Administrative Assistant VI	2 minutes		

2	<p>Discuss job request (customer's and provider's responsibilities)</p> 	<p>Discuss job request with the concerned frontline service officer</p> <p>Check availability of request</p> <p>Show available data samples</p> 	 <p>JOSEPH E. ESTRELLA Media Production Specialist III</p>  <p>JEFFREY A. AGUILLON Media Production Specialist III</p>  <p>JEFFREY A. QUODALA Media Production Specialist III</p>  <p>ERLITO P. SABEROLA Media Production Specialist II</p>	30 minutes		
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			 <p>MARLON A. MARIÑAS Information Systems Analyst II</p>  <p>ANDY NICOLAS G. ADEVA Project Development Assistant I</p>			
		Review and approve/disapprove the request 	 <p>MARIA ROMINA DR PE BENITO Information Officer V</p>	5 minutes		

Prepare the product/provide the service request.



JOSEPH E. ESTRELLA
Media Production Specialist III



JEFFREY A. AGUILLON
Media Production Specialist III



JEFFREY A. QUODALA
Media Production Specialist III



ERLITO P. SABEROLA
Media Production Specialist II

Document Editing Service

- Simple 2 days
- Complex 5 days

Graphic Arts Services

- Photo Editing
 - Simple 15 minutes
 - Complex 4 hours
- Design of Poster and Tarpaulin
 - Simple 4 hours
 - Complex 2 days

Documentation of an Event

- Photo
 - Simple 1 hour
 - Complex 8 hours
- Video
 - Simple 1 hour
 - Complex 8 hours
- NAMRIA Newscoop
 - Simple 3 days
 - Complex 5 days

Preparation of Copies

- Photo (per Gigabyte) 10 minutes
- Video (per miniDV) 80 minutes

Speech/Message Writing

- Simple 2 days
- Complex 5 days



			 <p>MARLON A. MARIÑAS Information Systems Analyst II</p>  <p>ANDY NICOLAS G. ADEVA Project Development Assistant I</p>			
3	<p>Review and verify the output</p> 	<p>Properly document accomplished output in the division logbook for Media Production and Packaging outputs</p> <p>Provide/release the requested output.</p>	 <p>MARIA NIEVES D. ARIAS Administrative Assistant VI</p>	5 minutes		
4	<p>Fill-up acceptance and provide feedback through CRMS</p> 			1 minute		

				<p style="text-align: center;">TOTAL DURATION:</p> <p>Document Editing Service</p> <ul style="list-style-type: none"> - Simple 2 days and 43 minutes - Complex 5 days and 43 minutes <p>Graphic Arts Services</p> <ul style="list-style-type: none"> - Photo Editing <ul style="list-style-type: none"> • Simple 59 minutes • Complex 4 hours and 43 minutes - Design of Poster and Tarpaulin <ul style="list-style-type: none"> • Simple 4 hours and 43 minutes • Complex 2 days and 43 minutes <p>Documentation of an Event</p> <ul style="list-style-type: none"> - Photo <ul style="list-style-type: none"> • Simple 1 hour and 43 minutes • Complex 8 hours and 43 minutes - Video <ul style="list-style-type: none"> • Simple 1 hour and 43 minutes • Complex 8 hours and 43 minutes - NAMRIA Newscoop <ul style="list-style-type: none"> • Simple 3 days and 43 minutes • Complex 5 days and 43 minutes <p>Preparation of Copies</p> <ul style="list-style-type: none"> - Photo (per Gigabyte) 49 minutes - Video (per miniDV) 2 hours and 3 minutes <p>Speech/Message Writing</p> <ul style="list-style-type: none"> - Simple 2 days and 43 minutes 	
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