

**Citizen's Charter No. GISMB/GISD-05**




**Name of Office** : **Geospatial Information Services Division, Geospatial Information Systems Management Branch  
National Mapping and Resource Information Authority**








**Frontline Service** : **Provision of Archives Services**

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

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

**How to Avail of the Service** : **Walk-in, Phone-in (+632 8842844), Mail, and Online (oss@namria.gov.ph)**

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 for internal client)  	Receive request  Check completeness of information provided in the form  Check availability of request  Show available data samples  For non-FOI products and for data not available in the GISMB archives, refer the client to the NAMRIA main Map Sales Office, or branch Client Service Unit, or branch Archives  	 <b>MARIA NIEVES D. ARIAS</b> Administrative Assistant VI	60 minutes	Client Request Form (for external client)	

		Review and approve/disapprove the archive service request	 <b>MARIA ROMINA DR. PE BENITO</b> Information Officer V	2 minutes		
2		Prepare/provide the data	 <b>JOSEPH C. ESTRELLA</b> Media Production Specialist III   <b>CHERYLIN D. MENDOZA</b> Media Production Specialist III	30 minutes		
		Release the data	 <b>MARIA NIEVES D. ARIAS</b> Administrative Assistant VI	1 minute		

3	Receive the data  Fill out Acceptance and Feedback Details (through CRMS for internal client)			2 minutes		
		Encode request details through CRMS (for external client)				
				<b>Total Duration: 1 hour and 35 minutes</b>		