

**Citizen's Charter No. GISMB/GSDD-01**






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

**Frontline Service** : **Development of Information System**

**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** : **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 product/service through Client Request Management System (CRMS) 	Receive request  Check completeness of information provided in the request 	 <b>MARITES B. TA-A</b> Clerk	1 minute		
		Discuss request with Section Supervisors  Approve request	 <b>ARLENE B. BRILLANTES</b> Officer-in-Charge	1 hour		



**ROMEL J.  
FRANCISCO**

System Research and  
Analysis Section  
(SRAS) Supervisor









**FATIMA A.  
SANTOS**




System Design Section  
(SDS) Supervisor



**DONALD M.  
GUTIERREZ**

Application  
Development and  
Maintenance Section  
(ADMS) Supervisor

2	Attend Client Requirements Assessment (CRA) 	Conduct CRA and prepare report	SRAS Team	2 months		
3	Validate CRA Report 	Conduct System Requirements Analysis and prepare report	SRAS Team	2 months	Client Requirements Assessment Report	
4	Attend System Requirements Analysis (SRA) presentation 	Present SRA report	SRAS Team	4 hours	System Requirements Analysis Report	
5	Validate and approve SRA report 	Design, develop, install, and present the information system	SDS Team ADMS Team	7.5 months		
6	Sign Certificate of Installation 	File Certificate of Installation	 <b>EMILIE A. MANALAD</b>	1 minute	Certificate of Installation	

			 <b>FELY C. ESPINAS</b>   <b>LYRA ANNE D. HALOS</b>  Assigned Documentalist from SRAS			
7	Attend System User Training (SUT) and accomplish the following: <ul style="list-style-type: none"> <li>• Pre-Test (online)</li> <li>• Post-Test (online)</li> <li>• Training Evaluation (online)</li> </ul> 	Conduct SUT and prepare System Training Report	ADMS Team  SDS Team  SRAS Team	3 days	System Training Report	
8	Fill-up acceptance and provide feedback through CRMS			1 minute		
				<b>Total duration:</b>  <b>11.5 months,</b> <b>3 working days, 5</b> <b>hours and 3</b> <b>minutes</b>		