





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

- Name of Office** : **Office of the Director (Director and Asst. Director), Geospatial Information Systems Management Branch (GISMB)  
National Mapping and Resource Information Authority**
- Frontline Service** : **Review, Approval, and Endorsement of Documents**
- 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 8842851), Registered Mail and E-mail (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	Forward document/s received from the Office of the Administrator 	Receive, classify, record, and forward the document/s 	 <b>EMMALYN DG. RANCES</b> Secretary Office of the Director   <b>GLORIA D. RESURRECCION</b> Secretary Office of the Assistant Director	5 minutes	Routing Slip	

Review, endorse/approve  
(based on the Revised Manual  
of Approval), and sign the  
document/s



**NELSON M. DE LEON**  
Assistant Director



**JOHN SANTIAGO F. FABIC**  
Director







**EFREN P. CARANDANG**  
Deputy Administrator



**ROWENA E. BONGALOS**  
Chief of Staff

Internal –  
1 hour  
to 1 day

External –  
3 days  
to 1 week

			 <p><b>USec. PETER N. TIANGCO,</b> <b>PhD</b> Administrator</p>			
		<p>Record and release the document/s to the concerned unit</p> 	 <p><b>EMMALYN DG. RANCES</b> Secretary Office of the Director</p>  <p><b>GLORIA D. RESURRECCION</b> Secretary Office of the Assistant Director</p>	1 minute		
2	Receive the document/s					

				<b>Total duration:</b>  <b>Internal - 1 hour and 6 minutes to 1 day and 6 minutes</b>  <b>External - 3 working days and 6 minutes to 7 working days and 6 minutes</b>		
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