

Citizen's Charter No. SSB/AD-01

Name of Office : **Human Resource Management Section, Administrative Division, Support Services Branch
National Mapping and Resource Information Authority**





Frontline Service : **Issuance of Certifications and Service Record**


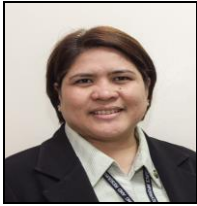




Schedule of Availability of Service : **Monday – Friday**









Request Time	Release Time
8:00 AM – 9:00 AM	11:00 AM
1:00 PM – 2:00 PM	4:00 PM



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

How to Avail of the Service : **Walk-in, Phone-in, Mail and Online (for Internal Clients only)**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTAR Y REQUIREMENT S [F]	AMOUNT OF FEES [G]
1	<p>Request document/s</p> <p>For External Client/s: Fill out the Client Request Form (CRF)</p> <p>For Internal Clients: Use the Client Request Management System (CRMS)</p> 	<p>For External Client/s: Receive the copy of the CRF</p> <p>For Internal Client/s: Receive the request through CRMS</p> 	<p>Assigned Officer of the Day</p>  <p>MARIA SIBYL E. BELLEN Administrative Officer IV (HRMO II)</p>  <p>DOMINGA P. VENERABLE Administrative Assistant II</p>	1 minute	<p>Client Request Form (CRF)</p> <p>CRF through CRMS</p>	

		<p>Process the request</p> 	 <p>MARIA SIBYL E. BELLEN Administrative Officer IV (HRMO II)</p>  <p>DOMINGA P. VENERABLE Administrative Assistant II</p>	<p>2 minutes</p>		
		<p>Verify in the <u>HRIS</u> if the requestee has a pending administrative case</p> 	 <p>MARIA SIBYL E. BELLEN Administrative Officer IV (HRMO II)</p>  <p>DOMINGA P. VENERABLE Administrative Assistant II</p>	<p>10 minutes</p>		

		<p>Draft Certification and/or Service Record and indicate whether the requestee has/has no administrative case</p> 	 <p>MARIA SIBYL E. BELLEN Administrative Officer IV (HRMO II)</p>	10 minutes		
		<p>Affix the initial</p> 	 <p>DOMINGA P. VENERABLE Administrative Assistant II</p>	1 minute		
		<p>Review the contents of the Certification and/or Service Record and sign the document/s</p> 	 <p>CONCEPCION A. BRINGAS Chief, Administrative Division</p>	2 minutes		
		<p>Inform the requestee of the availability of the requested document/s</p> 	 <p>MARIA SIBYL E. BELLEN Administrative Officer IV (HRMO II)</p>	1 minute		

			 DOMINGA P. VENERABLE Administrative Assistant II			
		Release the requested document/s	Assigned Officer of the Day	1 minute		
3	Receive the requested document/s For External Client/s: Fill out the Client Acceptance portion of the CRF For Internal Client/s: Fill out the Acceptance and Feedback Details of CRMS				CRF	
				Total Duration: 28 minutes		