

Citizen's Charter No. SSB/AD-02

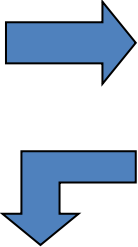



**Name of Office** : **Records Section-Administrative Division, Support Services Branch  
National Mapping and Resource Information Authority**

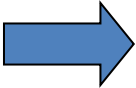






**Frontline Service** : **Issuance Certified True Copy of Records**

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

**Who May Avail of the Service** : **Officials and Employees of NAMRIA**

**How to Avail of the Service** : **Walk-in or Phone-in (632-8104831 local 212)**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request Record/s personally or through phone 	Prepare request slip to be given to the client	 <b>SN3 Florenia Q. Gilpa</b>   <b>Princess-Ann C. Mangantulao</b> Data Processor 3   <b>Rowel G. Razal</b> Administrative Officer I	1 minute	Record Request Slip	None

2	<p>Fill-up and submit the Record Request Slip to the records personnel in charge</p> 	<p>Receive the filled-out request slip from the client</p> 	 <p><b>SN3 Florenia Q. Gilpa</b></p>  <p><b>Princess-Ann C. Mangantulao</b> Data Processor 3</p>  <p><b>Rowel G. Razal</b> Administrative Officer I</p>	1 minute		
		<p>Approve and sign the request slip for Certified Record/s</p> 	 <p><b>Zenaida A. Leño</b> Administrative Officer V</p>	1 minute		

Check and inform client of the availability of digital/scanned Record requested



**SN3 Florenia Q Gilpa**









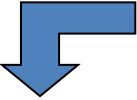


**Princess-Ann C. Mangantulao**  
Data Processor 3






**Rowel G. Razal**  
Administrative Officer I

1 Minute  
(Depends on keyword/s given by client)

		<p>Print/Photo copy requested Certified record/s</p> <p>Stamp "Certified True Copy" on requested Record/s</p> <p>Affix initials on stamped "Certified True Copy"</p> 	 <p><b>SN3 Florenia Q Gilpa</b></p>  <p><b>Princess-Ann C. Mangantulao</b> Data Processor 3</p>  <p><b>Rowel G. Razal</b> Administrative Officer I</p>	<p>3 Minutes</p>		
		<p>Sign the Certification on the requested Record/s</p> 	 <p><b>Zenaida A. Leño</b> Administrative Officer V</p>	<p>1 Minute</p>		

		<p>Hand over requested Certified Record/s to client</p>	 <p><b>SN3 Florenia Q Gilpa</b></p>  <p><b>Princess-Ann C. Mangantulao</b> Data Processor 3</p>  <p><b>Rowel G. Razal</b> Administrative Officer I</p>	<p>1 Minute</p>		
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3	Receive requested record/s Fill up and submit Client Satisfaction Evaluation Form	Compile Client Satisfaction Evaluation Forms	 <b>SN3 Florenia Q Gilpa</b>   <b>Princess-Ann C. Mangantulao</b> Data Processor 3   <b>Rowel G. Razal</b> Administrative Officer I	1 Minute		
				<b>Total Duration:</b> <b>10 minutes</b>		