

Citizen's Charter No. SSB/ESD-01








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











Frontline Service : **Minor Repair of Vehicles**







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 request (192.168.8.16/NVMS)**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request Service Through NAMRIA Vehicle Management System 	Accept user's request 	 MA. LUZ H. GIGANTONE Administrative Assistant II	1 minute		
		Instruct General Shop Foreman for the vehicle repair 	 PHILIP G. SERAZON OIC-TMS	1 minute		
		Perform inspection and diagnostic procedure of the vehicle 	 JOEMARIE B. PANES Mechanic Shop Foreman	1 hour		

	<p>Prepare PR w/ canvass, cost estimate of vehicle spare parts.</p> 	 <p>LEO Q. PUQUIZ Administrative Assistant III</p>	2 hours	Purchase Request	
	<p>Review the specifications of the Vehicle spare parts listed in the PR</p> 	 <p>VIRGILIO N. PANGA Engineer V</p>	5 minutes		
	<p>Submit PR for approval</p> 	 <p>MA. LUZ H. GIGANTONE Administrative Assistant II</p>	10 minutes		
	<p>Allocate and release fund</p> 	 <p>REYCHELLE J. DECANO Engineer II</p>	10 minutes		
	<p>Purchase of spare parts</p> <p>Repair of the vehicle</p> 	 <p>JOEMARIE B. PANES Mechanic Shop Foreman</p>	2 days & 4 hours	Technical Inspection Report (TIR)	

		Assessment on the operational test of the vehicle Affix signature on the acceptance report 	 PHILIP G. SERAZON OIC-TMS	10 minutes		
		Prepare Post-TIR to be acknowledged by the end user	 LEO Q. PUQUIZ Administrative Assistant III	1 minute	Technical Inspection Report (TIR)	
2	Fill-up client feedback form (Lower Portion of TIR) and sign the Technical Inspection Report 	Record client feedback Update vehicle monitoring	 MA. LUZ H. GIGANTONE Administrative Assistant II	1 minute	Technical Inspection Report (TIR)	
				Total Duration: 2 days, 7 hours & 39 minutes		