






















Citizen's Charter No. SSB/ESD-03

Name of Office : Instrumentation and Communication Section, Engineering Services Division, Support Services Branch (SSB)
Frontline Service : Repair of Instrumentation and Communication Equipment
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 (namria.gov.ph/CRMS)

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request repair through Client Request Management System 	Accept user's request 	 RONALD D. ALIS Engineering Assistant	1 minute		
		Perform inspection and diagnostic procedure of the instrumentation and communication equipment Prepare pre-TIR 	 LORETO GEALONE ENGR. III	1 hour	Equipment Warranty Certificate, Operations Manual Technical Inspection Report (TIR)	
		Approve pre-TIR 	 VIRGILIO N. PANGA Engineer V	1 minute	TIR	

	<p>Notify the end user if the equipment is under warranty, need to be repaired outside, or need to be replaced</p> 	 LORETO G. GEALONE Engineer III	1 minute		
	<p>Prepare PR and cost estimate of the parts of the instrumentation and communication equipment</p> 		2 hours	Purchase Request (PR)	
	<p>Review the specifications of the equipment listed in the PR and endorse the document to the SSB Director</p> 	 VIRGILIO N. PANGA Engineer V	5 minutes	PR TIR	
	<p>Record and release the PR to the Office of the SSB Director</p> 	 VANESSA C. BOOL Data Processor II	10 minutes		
	<p>Repair the instrumentation and communication equipment</p> <p>Prepare post-TIR</p> 	 DELIO P. RADAM Electronics and Communication Equipment Technician III	16 hours	TIR	

		<p>Certify that the equipment is in good running condition</p> 	 <p>RAMON R. VILLANUEVA Engineer IV</p>	10 minutes	<p>Equipment Operations Manual</p> <p>TIR</p>	
			 <p>VIRGILIO N. PANGA Engineer V</p>	1 minute	TIR	
2	Acknowledge/sign the TIR and fill out the client feedback portion of the TIR and the Client Acceptance portion of the CRF	Record client feedback	 <p>RONALD D. ALIS Engineering Assistant</p>	1 minute	TIR CRF	
				<p>Total Duration: 2 days, 3 hours & 30 minutes</p>		