

**Citizen's Charter No. SSB/ESD-04**








**Name of Office** : **Facilities Maintenance Section, Engineering Services Division, Support Services Branch (SSB)  
National Mapping and Resource Information Authority**









**Frontline Service** : **Repair of Facilities and 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 	 <b>PATRICK D. BALLESTEROS</b> Draftsman	1 minute		
		Perform inspection and diagnostic procedure of the facility/equipment  Prepare pre-TIR 	 <b>MARK C. ANTHONY DE LEON</b> Computer Technician II	1 hour	Equipment Warranty Certificate Operations Manual  Technical Inspection Report (TIR)	
			 <b>VIRGILIO N. PANGA</b> Engineer V	1 minute	TIR	

	Notify the end user if facility part/equipment is under warranty, need to be repaired outside, or need to be replaced	 <b>MARK C. ANTHONY DE LEON</b> Computer Technician II	1 minute		
	Prepare PR and cost estimate of the facility part/equipment 		2 hours	Purchase Request (PR)	
	Review the specifications of the facility part/equipment listed in the PR and endorse the document to the SSB Director 	 <b>VIRGILIO N. PANGA</b> Engineer V	5 minutes	PR TIR	
	Record and release the PR to the Office of the SSB Director 	 <b>LOLITA C. LASCOÑA</b> Engineering Aide	10 minutes		
	Repair the facility part/equipment Prepare post-TIR 	 <b>PATRICK D. BALLESTEROS</b> Draftsman	16 hours	TIR	

		<p>Certify that the facility part/equipment is in good working condition</p> 	 <p><b>PAULO I. NACHOR</b> Engineer III</p>	10 minutes	TIR	
		Approve post-TIR	 <p><b>VIRGILIO N. PANGA</b> 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><b>LOLITA C. LASCOÑA</b> Engineering Aide</p>	1 minute	TIR CRF	
				<b>Total Duration: 2 days, 3 hours &amp; 30 minutes</b>		