

**Citizen's Charter No. SSB/FMD-01**






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









**Frontline Service** : **Issuance of Certifications of PhilHealth Contributions and Income Tax Return (ITR-BIR Form#2316)**

**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** : **Phone-in, Walk-in**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request certification personally or through phone 	Verify name in the database  - PhilHealth Contributions    - Income Tax Return 	 <b>ENRIQUETA V. RAMOS</b> Account Officer V   <b>ELSA L. LOZARES</b> Account Officer V	5 minutes		None
		Prepare and print customer's latest summary of contributions and tax withheld 	<b>ELSA L. LOZARES</b> Account Officer V	1 minute		

		Endorse the certification to the Officer In Charge, Accounting Section for signature 		1 minute		
		Review and sign the document/s 	 <b>AMELITO M. DELA CRUZ</b> Accountant III	1 minute		
		Record the certification in the logbook 		1 minute		
		Inform the customer of the availability of the certification 	<b>ENRIQUETA V. RAMOS</b> Account Officer V	1 minute		
		Release the Certification to the customer: 	 <b>ELSA L. LOZARES</b> Accounting Officer V	1 minute		
2	Receive the certification of PhilHealth Contributions/Income Tax Return					
				<b>Total Duration:</b> <b>11 minutes</b>		