

Citizen's Charter No. SSB/OD-01






Name of Office : **Office of the Director, Support Services Branch (SSB)
National Mapping and Resource Information Authority**






Frontline Service : **Processing of Documents**


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








Who May Avail of the Service : **External Clients**


How to Avail of the Service : **Letter and Memorandum**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Forward document/s received from the Office of the Administrator 	Encode the document/s 	 ARLENE M. BALAURO Information System Researcher II	5 minutes	Routing Slip Letter/Memo	None
		Review and endorse the document/s 	 FEBRINA E. DAMASO Director	5 minutes	Routing Slip Letter/Memo	

		<p>Forward the document/s to the concerned divisions for appropriate action</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">ARLENE M. BALAURO Information System Researcher II</p>	<p style="text-align: center;">5 minutes</p>	<p style="text-align: center;">Routing Slip Letter/Memo</p>	
		<p>Prepare letter/memo-reply and/or recommendations</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">CONCEPCION BRINGAS Chief, Administrative Division</p> <p style="text-align: center;"></p> <p style="text-align: center;">NOEL R. VEGA Chief, Financial and Management Division</p>	<p style="text-align: center;">Simple: 1-3 days</p> <p style="text-align: center;">Complex: 4-8 days</p>	<p style="text-align: center;">Routing Slip Letter/Memo-Reply</p>	

			 <p>MARITA R. SARMIENTO Chief, Policy and Planning Division</p>  <p>VIRGILIO N. PANGA Chief, Engineering Services Division</p>			
		<p>Receive letter/memo-reply for approval of the SSB Director</p> 	 <p>ARLENE M. BALAURO Information System Researcher II</p>	3 minutes	Routing Slip	

		<p>Review and endorse the letter/memo-reply to the Administrator</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">FEBRINA E. DAMASO Director</p>	<p>10 minutes</p>	<p>Routing Slip</p>	
		<p>Review and forward the letter/memo-reply for the Administrator's approval</p>	<p style="text-align: center;"></p> <p style="text-align: center;">ROWENA E. BONGALOS Chief of Staff</p>	<p>5 minutes</p>	<p>Routing Slip</p>	
		<p>Approve and sign the final letter/memo-reply</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">Usec. PETER N. TIANGCO, PhD Administrator</p>	<p>5 minutes</p>	<p>Routing Slip Letter/Memo-Reply</p>	
		<p>Receive the approved QR-coded letter/memo-reply, secure a copy for filing, and forward the document for dispatch</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">ARLENE M. BALAURO Information System Researcher II</p>	<p>3 minutes</p>	<p>Routing Slip</p>	

		Dispatch/release the original letter/memo-reply	 <p>ZENAIDA A. LEÑO Administrative Officer V Records Officer</p>		Approved Letter/ Memo-Reply	
2	Receive the document				Total Duration: Simple: 1-3 days and 41 minutes Complex: 4-8 days and 41 minutes	