

Citizen’s Charter No. SSB/PPD-01






Name of Office : **Policy and Planning Division, Support Services Branch
National Mapping and Resource Information Authority**








Frontline Service : **Provision of Printed/Digital Copy of Policies, Guidelines and Project-Related Documents**



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

Who May Avail of the Service : **NAMRIA Officials, Employees and COA Resident Auditor**

How to Avail of the Service : **Walk-in, On-line/E-mail or Telephone Call (810-4831 local 231)**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Fill up and submit Client Request Form 1.1 Simple 1.2 Complex 	Record the request in the logbook 	 JANICE A. MALAPITAN Planning Officer I	2 minutes	Client Request Form	None
		Approval of the request and provision of additional instructions 	 MARITA R. SARMIENTO OIC, PPD	5 minutes	None	None

	Preparation of requested document 	 JANICE A. MALAPITAN Planning Officer I	10 minutes 1 hour	None	None
	Review and assessment of requested document 	 MARITA R. SARMIENTO OIC, PPD	5 minutes 1 hour	None	None
	Inform the client of the availability of the requested document 	 JANICE A. MALAPITAN Planning Officer I	1 minute	None	None
	 Release document and ask the client to affix his/her signature on the logbook	JANICE A. MALAPITAN Planning Officer I	1 minute	None	None

2.	Receive the document and fill up Client Satisfaction Evaluation Form 	Compile Client Satisfaction Evaluation Form	 JANICE A. MALAPITAN Planning Officer I	1 minute	CRF	None
				Total Duration Simple: 25 minutes Complex: 2 hours & 10 minutes		