











Citizen's Charter No. GISMB/GICTD-01

- Name of Office** : **Geospatial Information and Communications Technology Division,
Geospatial Information Systems Management Branch
National Mapping and Resource Information Authority**
- Frontline Service** : **Provision of ICT Support Services**
- 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 and Online**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request for desired service Fill-out and submit Client Request Form or encode request details using GICTD Online Request System 	Accept request 	 SHERRY ANN S. PEREZ Administrative Aide VI	1 minute	Client Request Form	
		Diagnose and perform repair and operational test 	Assigned GICTD Technical Staff	8 hours		

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		Classify for proper disposition	 ANDRES P. ROQUE II ICT Research Section Chief  ROBERTO L. CALLORINA Network Administration Section Chief  LOURDES LYN B. AQUILER Computer Support Section Chief	5 minutes		

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2	Sign and acknowledge the Technical Inspection Report; and leave feedback 	Verify and sign Technical Inspection Report	 MAGELLAN C. AZUCENA GICTD Chief	5 minutes	Technical Inspection Report	
				Total Duration: 8 hours and 11 minutes		