

Citizen's Charter No. GISMB/GISD-04






Name of Office : **Geospatial Information Services Division, Geospatial Information Systems Management Branch
National Mapping and Resource Information Authority**






Frontline Service : **Provision of Media Production and Packaging Services (Document Editing Service; Graphic Arts Services [Photo Editing and Design of Poster and Tarpaulin]; Photo, Video, and NAMRIA *Newscoop* Documentation of an Event; Preparation of Photo and Video Copies; and Speech/Message Writing)**







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 : **Walk-in, Phone-in, and Mail**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request desired product/service Fill-up Client Request Form (CRF)  	Accept Request Check completeness of information provided in the form Endorse request to Concerned Frontline Service Personnel	 MARIA NIEVES D. ARIAS Administrative Assistant VI	2 minutes	CRF	None
2	Discuss job request (customer's and provider's responsibilities) 	Discuss job request with the concerned frontline service officer Check availability of request Show available data	 JOSEPH E. ESTRELLA Media Production Specialist III	30 minutes	None	None

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
		<p>samples</p> 	 <p>JEFFREY A. AGUILLON Media Production Specialist III</p>  <p>JEFFREY A. QUODALA Media Production Specialist III</p>  <p>PHILIP G. SERAZON Media Production Specialist III</p>  <p>MARLON A. MARIÑAS Information Systems Analyst II</p>			

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
		Review and approve/disapprove the product/service request in the CRF. 	 MARIA ROMINA DR PE BENITO Information Officer V	5 minutes	None	None
		Prepare the product/provide the service request. 	 JOSEPH E. ESTRELLA Media Production Specialist III  JEFFREY A. AGUILLON Media Production Specialist III  JEFFREY A. QUODALA Media Production Specialist III	Document Editing Service - Simple 2 days - Complex 5 days Graphic Arts Services - Photo Editing • Simple 15 minutes • Complex 4 hours - Design of Poster and Tarpaulin • Simple 4 hours • Complex 2 days Documentation of an Event - Photo • Simple 1 hour • Complex 8 hours - Video • Simple 1 hour • Complex 8 hours - NAMRIA Newscoop • Simple 3 days • Complex 5 days Preparation of Copies - Photo (per Gigabyte) 10 minutes - Video (per miniDV) 80 minutes	None	None

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			 <p>PHILIP G. SERAZON Media Production Specialist III</p>  <p>MARLON A. MARIÑAS Information Systems Analyst II</p>	<p>Speech/Message Writing</p> <ul style="list-style-type: none"> - Simple 2 days - Complex 5 days 		
3	<p>Review and verify the output</p> 	<p>Properly document accomplished output in the division logbook for Media Production and Packaging outputs</p> <p>Provide/release the requested output.</p>	 <p>MARIA NIEVES D. ARIAS Administrative Assistant VI</p>	5 minutes	None	None
4	<p>Fill out CRF's delivery details and Client Feedback Form</p> 	<p>Check completeness of form</p>	<p>MARIA NIEVES D. ARIAS Administrative Assistant VI</p>	2 minutes	<p>CRF Client Feedback Form</p>	None

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				<p style="text-align: center;">TOTAL DURATION:</p> <p>Document Editing Service</p> <ul style="list-style-type: none"> - Simple 2 days and 44 minutes - Complex 5 days and 44 minutes <p>Graphic Arts Services</p> <ul style="list-style-type: none"> - Photo Editing <ul style="list-style-type: none"> • Simple 59 minutes • Complex 4 hours and 44 minutes - Design of Poster and Tarpaulin <ul style="list-style-type: none"> • Simple 4 hours and 44 minutes • Complex 2 days and 44 minutes <p>Documentation of an Event</p> <ul style="list-style-type: none"> - Photo <ul style="list-style-type: none"> • Simple 1 hour and 44 minutes • Complex 8 hours and 44 minutes - Video <ul style="list-style-type: none"> • Simple 1 hour and 44 minutes • Complex 8 hours and 44 minutes - NAMRIA Newscoop <ul style="list-style-type: none"> • Simple 3 days and 44 minutes • Complex 5 days and 44 minutes <p>Preparation of Copies</p> <ul style="list-style-type: none"> - Photo (per Gigabyte) 50 minutes - Video (per miniDV) 2 hours and 4 minutes <p>Speech/Message Writing</p> <ul style="list-style-type: none"> - Simple 2 days and 44 minutes 		