

**Citizen’s Charter No. GISMB/GISD-05**




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








**Frontline Service** : **Provision of Archives Services**

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

**Who May Avail of the Service** : **Internal and External 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 out and submit accomplished CRF  	Accept request  Check completeness of information provided in the form  Check availability of request  Show available data samples  For non-FOI products and for data not available in the GISMB archives, refer the client to the NAMRIA main Map Sales Office, or branch Information and Client Service Unit, or branch Archives.  	 <b>MARIA NIEVES D. ARIAS</b> Administrative Assistant VI	60 minutes	Client Request Form (CRF)	None

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		Review and approve/disapprove the archive service request in the CRF.	 <b>MARIA ROMINA DR. PE BENITO</b> Information Officer V	2 minutes	None	None
2	Register in the Archives Client Logbook  	Check completeness of entry in the logbook  Provide/release the request.	 <b>CHERYLIN D. MENDOZA</b> Media Production Specialist III	30 minutes	CRF  Archives Client Logbook	
3	Receive the data  Fill out CRF's delivery details and Client Feedback 	Check completeness of CRF.	 <b>MARIA NIEVES D. ARIAS</b> Administrative Assistant VI	2 minutes	None	None
				<b>Total Duration: 1 hour and 34 minutes</b>		