

















Citizen's Charter No. GISMB/GSDD-01



Name of Office : **Geospatial Systems Development Division, Geospatial Information Systems Management Branch**
Frontline Service : **Development of Information System**
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 and Phone-in**

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 product/service Fill-out and submit Client Request Form 	Accept request Check completeness of information provided in the form 	 MARITES B. TA-A Clerk	1 minute	Client Request Form	None
		Discuss request with Section Supervisors Approve request	 ARLENE B. BRILLANTES Officer-in-Charge	1 hour	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>ROMEL J. FRANCISCO System Research and Analysis Section (SRAS) Supervisor</p>  <p>FATIMA A. SANTOS System Design Section (SDS) Supervisor</p>  <p>DONALD M. GUTIERREZ Application Development and Maintenance Section (ADMS) Supervisor</p>			

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
2	Attend Client Requirements Assessment (CRA) 	Conduct CRA and prepare report	SRAS Team	2 months	None	None
3	Validate CRA Report 	Conduct System Requirements Analysis and prepare report	SRAS Team	2 months	Client Requirements Assessment Report	None
4	Attend System Requirements Analysis (SRA) presentation 	Present SRA report	SRAS Team	4 hours	System Requirements Analysis Report	None
5	Validate and approve SRA report 	Design, develop, install, and present the information system	SDS Team ADMS Team	7.5 months	None	None

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6	Sign Certificate of Installation 	File Certificate of Installation	 EMILIE A. MANALAD  FELY C. ESPINAS  LYRA ANNE D. HALOS Assigned Documentalist from SRAS	1 minute	Certificate of Installation	None

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7	Attend User's Training and accomplish the following: <ul style="list-style-type: none"> • Pre-Test Form • Post-Test Form • Training and IEC Evaluation Form 	Conduct User's Training and prepare Training Report	ADMS Team SDS Team SRAS Team	3 days	Pre-Test Form Post-Test Form Training/IEC Evaluation Form	None
8	Sign acceptance and provide feedback in Client Request Form 	File Client Request Form	Assigned Documentalist from SRAS	1 minute	Client Request Form	None
				Total duration: 11.5 months, 3 days, 5 hours and 3 minutes		