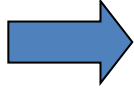
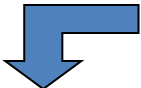


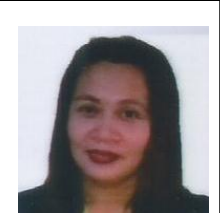






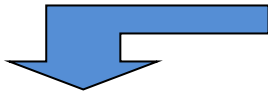



Citizen's Charter No. SSB/AD-01

Name of Office : **Human Resource Management Section, Administrative Division, Support Services Branch**
Frontline Service : **Issuance of Certification of No Pending Administrative Case/Clearance**
Schedule of Availability of Service : **Monday – Friday, 8:00 AM – 5:00 PM**
Who May Avail of the Service : **Officials and Employees of NAMRIA**
How to Avail of the Service : **Walk-in or Telephone Call**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request Certification personally or through phone; Fill up Record Request Slip  	Record the request in the logbook	 Dominga Venerable Receiving Clerk	2 minutes	Record Request Slip	None
		Verify the name of the client in the database of personnel if with pending administrative case 	 Dominga Venerable Receiving Officer	10 minutes		
		Draft Certification and indicate whether the client has/has no administrative case 	 Dominga Venerable Receiving Officer	10 minutes		

		<p>Affix the initial of the receiving clerk</p> 	 <p>Dominga Venerable Receiving Officer</p>	1 minute		
		<p>Review the contents of the Certification and endorse it to Chief, Administrative Division for signature</p> 	 <p>HRMO</p>	10 minutes		
		<p>Sign the Certification</p> 	 <p>Concepcion A. Bringas Chief, Administrative Division</p>	10 minutes		
		<p>Inform the client of the availability of the certificate</p> 	 <p>Dominga Venerable Receiving Clerk</p>	1 minute		

		Release the certificate and ask the client to affix his/her signature on the logbook		1 minute		
2	Receive Certification of No Pending Administrative Case/Clearance; Fill up Client Satisfaction Evaluation Form	Compile Client Satisfaction Evaluation Form	Dominga Venerable Receiving Clerk	1 minute	Client Satisfaction Evaluation Form	
				Total Duration: 46 minutes		