
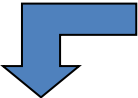






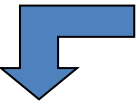


Citizen's Charter No. SSB/AD-02

Name of Office : **Records Section-Administrative Division, Support Services Branch**
Frontline Service : **Issuance Certified True Copy of Records**
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 Record/s personally or through phone  	Prepare request slip to be given to the client	SN3 Florenia Q Gilpa Ma. Sibyl E. Bellen Administrative Officer I Rowel G. Razal Administrative Officer I	1 minute	Record Request Slip	None
2	Fill-up and submit the Record Request Slip to the records personnel in charge 	Receive the filled-out request slip from the client 	SN3 Florenia Q Gilpa Ma. Sibyl E. Bellen Administrative Officer I Rowel G. Razal Administrative Officer I	1 minute		
		Approve and sign the request slip for Certified Record/s 	Zenaida A. Leño Administrative Officer V	1 minute		

		<p>Check and inform client of the availability of digital/scanned Record requested</p> 	<p>SN3 Florenia Q Gilpa</p> <p>Ma. Sibyl E. Bellen Administrative Officer I</p> <p>Rowel G. Razal Administrative Officer I</p>	<p>1 Minute (Depends on keyword/s given by client)</p>		
		<p>Print/Photo copy requested Certified record/s</p> <p>Stamp "Certified True Copy" on requested Record/s</p> <p>Affix initials on stamped "Certified True Copy"</p> 	<p>SN3 Florenia Q Gilpa</p> <p>Ma. Sibyl E. Bellen Administrative Officer I</p> <p>Rowel G. Razal Administrative Officer I</p>	<p>3 Minutes</p>		
		<p>Sign the Certification on the requested Record/s</p> 	<p>Zenaida A. Leño Administrative Officer V</p>	<p>1 Minute</p>		
		 <p>Hand over requested Certified Record/s to client</p>	<p>SN3 Florenia Q Gilpa</p> <p>Ma. Sibyl E. Bellen Administrative Officer I</p> <p>Rowel G. Razal Administrative Officer I</p>	<p>1 Minute</p>		
3	<p>Receive requested record/s Fill up and submit Client Satisfaction Evaluation Form</p>	<p>Compile Client Satisfaction Evaluation Forms</p>	<p>SN3 Florenia Q Gilpa</p> <p>Ma. Sibyl E. Bellen Administrative Officer I</p> <p>Rowel G. Razal Administrative Officer I</p>	<p>1 Minute</p>		

				Total Duration: 10 minutes		
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Zenaida A. Leño
Administrative Officer V



Florenia Q. Gilpa
SN3



Ma. Sibyl E. Bellen
Administrative Officer I



Rowel G. Razal
Administrative Officer I