

Citizen's Charter No. SSB/ESD-02






Name of Office : **Transport Management Section, Engineering Services Division, Service Support Branch
National Mapping and Resource Information Authority**








Frontline Service : **Provision of Vehicle Services**

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 : **Online Request**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request service 	Accept user's request 	 LEO Q. PUQUIZ Administrative Assistant III	1 minute	NAMRIA Vehicle Management System	
		If vehicle is not available: Inform/notify requestee If vehicle is available: Assign available driver 		5 minutes		
		Fill out Trip Ticket 		1 minute	Trip Ticket	

		Approve Trip Ticket 	 RODOLFO C. MIRAN Engineer IV  REYCHELLE J. DECANO Engineer II	1 minute		
		Perform "BLOW BAG" 	Assigned Driver	5 minutes	Daily Inspection Checklist	
		Pick-up passenger at the designated pick-up area Dispatch vehicle	Assigned Driver	2 minutes		
2	Fill out the Client Feedback Form 	Record client feedback	 MA. LUZ H. GIGANTONE Administrative Assistant II	1 minute	Client Feedback Form	
				Total Duration: 16 minutes		