
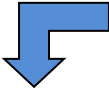


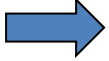















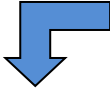
Citizen's Charter No. GISMB/GDMD-01





Name of Office : Geospatial Database Management Division, Geospatial Information Systems Management Branch
Frontline Service : Database Management (Development, Maintenance and PG related geospatial services)
Schedule of Availability of Service : Monday – Friday, 8:00 AM – 5:00 PM
Who May Avail of the Service : Internal
How to Avail of the Service : Thru approved Job Request

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Customer ask for a Job Request form  	Provide a Job Request form 	 Victoria S. De Vera Clerk	1 minute	Job Request form	None
2	Accomplish and submit Job Request form 	Receive accomplished Job Request form 	 Victoria S. De Vera Clerk	1 minute	Job Request form	

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
3.	Discuss job request (customer's and provider's responsibilities) with GISMB. 	Discuss job request with Section Supervisors	 Eriberto Brillantes  Paz L. Montano  Aljerico Alcala Concerned Section Supervisors  Joselito T. Reasol Division Chief	30 minutes		

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
		Approve job request 	 Nelson M. De Leon Assistant Director, GISMB  John Santiago F. Fabic Director, GISMB	5 minutes		
		Receive and file approved Job Request 	 Victoria S. De Vera Clerk	1 minute		
		Conduct Database Development <ul style="list-style-type: none"> • Data Requirement Analysis • Database Design 	Database Development Team	Simple - 1 month		

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
		<ul style="list-style-type: none"> • Database Implementation • Database Build –up • Data and database validation and integration • Database Maintenance 		Complex - within 2 months		
		<p>Philippine Geoportal Related Geospatial Services</p> <ul style="list-style-type: none"> • Geospatial Processing • GIS map production using available PG datasets 	PG - GIS Map Production Team	<p>Simple (per map) - 2 days</p> <p>Complex (per map) - 1 week</p>		<p>standard size 36 by 55 square inches</p> <p>(P 1,500)</p>

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
4.	Accomplish <ul style="list-style-type: none"> • Product/Service Acceptance Form • End-user Satisfaction Survey form 	Provide <ul style="list-style-type: none"> • Database document • Product/Service Acceptance Form for final acceptance of the system • End-user Satisfaction Survey form (after acceptance of the system) 	 <p>Herminia V. Evangelista Researcher II</p> <p>OR</p> <p>Assigned System Researcher/Documentalist</p>	15 minutes	<ul style="list-style-type: none"> • Product/Service Acceptance Form • End-user Satisfaction Survey form 	
5.	Submit signed Product/Service Acceptance Form 	Receive and file <ul style="list-style-type: none"> • signed Product/Service Acceptance Form • End-user Satisfaction Survey form 	 <p>Victoria S. de Vera Clerk</p>	1 minute		

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
				<p style="text-align: center;">Total duration:</p> <p>Database Development</p> <p style="text-align: center;">Simple: 1 month & 53 minutes Complex: 2 months & 53 minutes</p> <p>PG - GIS Map Production</p> <p style="text-align: center;">Simple: 2 days & 53 minutes Complex: 1 week & 53 minutes</p>		