




**Citizen's Charter No. GISMB/GICTD-01**

**Name of Office** : **Geospatial Information and Communications Technology Division, Geospatial Information Systems Management Branch**  
**Frontline Service** : **Provision of ICT Support**  
**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 support personally or through 	Accept user's request or receive complaint to be recorded in logbook  	 <b>Sherry Anne S. Perez</b> Administrative Aide VI Clerk	1 minute		None

Forwarded to concerned Section Chief for proper disposition



**Lourdes Lyn B. Aquiler**  
Engineer IV



**Roberto L. Callorina**  
Engineer IV

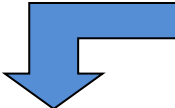




**Andres P. Roque II**  
Engineer IV

Concerned Section Supervisors



2 hours

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
		<p>The GICTD Staff shall sign the Technical Inspection Report (TIR) for acknowledgement by the end-user, verified by the assigned Section Chief, and noted by the Division Chief (and Branch Director in case of any part/s replacement).</p>	 <b>Magellan Azucena</b> Division Chief   <b>John Santiago F. Fabic</b> Director, GISMB	<p>5 minutes</p>	<p>TIR</p>	
2	<p>User signs and acknowledges the TIR; leaves feedback</p>			<p>10 minutes</p>		
				<p><b>Total Duration:</b> <b>2 hours &amp; 16 minutes</b></p>		