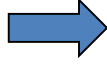




















Citizen's Charter No. **GISMB-GSDD-01**

**Name of Office** : Geospatial System Development Division, Geospatial Information Systems Management Branch  
**Frontline Service** : Information System Development and Maintenance  
**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** : 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	Accomplish and submit Job Request form  	Receive accomplished Job Request form  	 Marites Ta-a Clerk	1 minute	None	None
		Discuss job request with Section Supervisors	 Donald Gutierrez (Application Development and Maintenance Team)   Fatima Santos (System Design Team)   Romel Francisco (System Research and Analysis Team)   Arlene Brillantes Division Chief	30 minutes	None	None
2	Discuss job request (customer's and provider's responsibilities) with GISMB.  	Approve job request  	 Nelson M. De Leon Assistant Director, GISMB   John Santiago F. Fabic Director, GISMB	15 minutes	None	None

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
3	Validate and sign CRAR Approve SRAR 	Conduct system design and application development 	System Design Team  Application Development and Maintenance Team	Simple: 7.5 months Complex: 13.5 months	None	None
		Conduct User Training Provide the following forms: -Before User Training 1. Pre-Test Form -After the User Training 1. Post-Test 2. Training Evaluation 3. Product/Service Acceptance	Application Development and Maintenance Team  System Research and Analysis Team	4 hours	Pre-Test Form Post-Test Form Training Evaluation Form Product/Service Acceptance Form	None
4	Accomplish and submit Pre-Test, Post-test, Training Evaluation, and Product/Service acceptance forms 	Receive and file Pre-Test, Post-test, Training Evaluation, and Product/Service acceptance forms 	Assigned System Researcher/ Documentalist	15 minutes	None	
		Provide End-user Satisfaction Survey form (1 year after acceptance of the system)	Assigned System Researcher/ Documentalist	1 minute	End-user Satisfaction Survey Form	None
5	Fill-out End-user Satisfaction Survey form 	Receive and file End-user Satisfaction Survey form	Assigned System Researcher/ Documentalist	5 minutes	None	
				Total duration:  Simple: 11.5 months, 5 hours and 7 minutes Complex: 17.5 months, 5 hours and 7 minutes		