

Citizen's Charter No. SSB/ESD-01

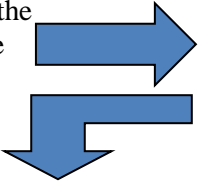






Name of Office : **Transport Management Section, Engineering Services Division, Support Services Branch
NAMRIA**











Frontline Service : **Repair of Vehicles**






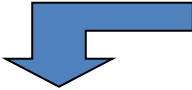




Schedule of Availability of Service : **Monday – Friday, 8:00 AM – 5:00 PM**

Who May Avail of the Service : **All NAMRIA Offices**

How to Avail of the Service : **Walk in/Telephone Call**

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Fill-up and submit the Request form to the Receiving Clerk 	Receive the filled-out request form from the requestee 	 Ma. Luz Gigantone -TMS	1 minute	NAMRIA ESD Form 2 Rev. 0	
		Instruct General Shop Foreman for the vehicle repair 	 Rodolfo C. Miran – TMS	1 minute		
		Perform inspection and diagnostic procedure of the vehicle 	 Joemarie Panes – TMS	1 hour		

		<p>Notify the assigned driver:</p> <p>If minor repair, works will be done by TMS Staff</p> <p>If major repair, work will be done by specialty trade</p> 	 <p>Joemarie Panes – TMS</p>	1 minute		
		<p>Prepare PR w/ canvass, cost estimate of vehicle spare parts.</p> 	 <p>Leo Puquiz – TMS</p>	2 hours	PR Form	
		<p>Review the specifications of the Vehicle spare parts listed in the PR</p> 	 <p>Virgilio N, Panga - ESD</p>	10 minute		
		<p>Submit PR for funding and approval</p> 	 <p>Ma. Luz Gigantone – TMS</p>	10 minute		
		<p>Call the authorized service center of vehicle</p> 	 <p>Reychele Decano – TMS</p>	10 minutes		

		Purchase of spare parts 	 Joemarie Panes – TMS	4 hours	NAMRIA-SOI-LM-Form7 Rev.0	
		Repair of the vehicle 	Joemarie Panes – TMS	2 days	NAMRIA ESD FORM 1 REV 0	
		Assessment on the operational test of the vehicle Affix signature on the acceptance report 	 Rodolfo Miran – TMS	10 minute		
		Prepare Post-TIR to be acknowledged by the end user 	 Leo Puquiz - TMS	1 minute	NAMRIA ESD FORM 1 REV 0	
2	Fill-up client feedback form (Lower Portion of TIR) and sign the Technical Inspection Report 	Record client feedback Update vehicle monitoring form	 Ma. Luz Gigantone – TMS	1 minute	NAMRIA ESD FORM 1 REV 0	

				Total Duration: 2 days, 7 hours & 35 minutes		
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