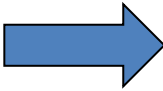













Citizen's Charter No. SSB/FMD-01

Name of Office : **Accounting Section, Financial and Management Division, Support Services Branch**
Frontline Service : **Issuance of Certification of PhilHealth Contributions**
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 Certification personally or through phone; Fill up Record Request Slip 	Verify requestee's name and list of contributions in the database for PhilHealth Contributions 	 Enriqueta V. Ramos Project Development Officer III	5 minutes	Record Request Slip	None
		Prepare and print requestee's latest summary of PhilHealth contributions 		1 minute		
		Review the contents of the Certification 		1 minute		
		Endorse the Certification to OIC, Accounting Section 		1 minute		

		<p>Sign the Certification</p> 	 <p>Amelito M. Dela Cruz OIC, Accounting Section</p>	1 minute		
		<p>Record the Certification in the logbook</p> 	 <p>Enriqueta V. Ramos Project Development Officer III</p>	1 minute		
	<p>Inform the requestee of the availability of the Certification</p> 	1 minute				
	 <p>Release the Certification to the requestee</p>	1 minute				
2.	Receive Certification of PhilHealth Contributions; Fill up Client Satisfaction Evaluation Form	Compile Client Satisfaction Evaluation Form		1 minute	Client Satisfaction Evaluation Form	
				Total Duration: 13 minutes		