








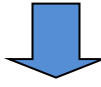





Citizen's Charter No. SSB/PPD-01

Name of Office : **Policy and Planning Division, Support Services Branch**
 Frontline Service : **Provision of print copy of Policies, Guidelines and Project Related Documents**
 Schedule of Availability of Service : **Monday – Friday, 8:00 AM – 5:00 PM**
 Who May Avail of the Service : **NAMRIA Officials, Employees and COA Resident Auditor**
 How to Avail of the Service : **Walk-in, On-line/E-mail 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 | Fill up and submit Record Request Slip 1.1 Simple 1.2 Complex  | Record the request in the logbook  |  Janice A. Malapitan Planning Officer II | 2 minutes | Record Request Slip | None |
| | | Approval of the request and provision of additional instructions  |  Capt. Amante R. Caluya, Jr. OIC, PPD | 5 minutes | | |

| | | | | | |
|--|--|---|----------------------|--|--|
| | Preparation of requested document  |  Janice A. Malapitan Planning Officer II | 10 minutes 1 hour | | |
| | Review and assessment of requested document  |  Capt. Amante R. Caluya, Jr. OIC, PPD | 5 minutes 1 hour | | |
| | Inform the client of the availability of the requested document  |  Janice A. Malapitan Planning Officer II | 1 minute | | |
| | Release document and ask the client to affix his/her signature on the logbook |  Janice A. Malapitan Planning Officer II | 1 minute | | |

| | | | | | | |
|----|--|---|--|--|-------------------------------------|--|
| 2. | Receive the document and fill up Client Satisfaction Evaluation Form | Compile Client Satisfaction Evaluation Form |  <p data-bbox="1141 407 1380 469">Janice A. Malapitan Planning Officer II</p> | 1 minute | Client Satisfaction Evaluation Form | |
| | | | | <p data-bbox="1522 537 1704 565">Total Duration</p> <p data-bbox="1492 570 1734 597">Simple: 25 minutes</p> <p data-bbox="1472 602 1754 662">Complex: 2 hours & 10 minutes</p> | | |