Citizen's Charter No. GISMB/GDMD-01

Name of Office	:	**Geospatial Database Management Division, Geospatial Information System Management Branch**
		National Mapping and Resource Information Authority
Frontline Service	:	**Development of Database System and Provision of PG Related Geospatial Services**
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	:	**Online**

No. [A]	CUSTOMER ACTIVTY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request for desired product/service through Client Request Management System (CRMS)	Receive request Check completeness of information provided in the request	 **VICTORIA S. DE VERA** Administrative Assistant VI	2 minutes		

	Discuss client request with Section Supervisors ↓	**ERIBERTO N. BRILLANTES** Section Chief, Database Design and Quality Section **MA. PAZ L. MONTANO** Section Chief, Geospatial Data Consolidation Section **ALJERICO A. ALCALA** Section Chief, Geospatial Database Maintenance Section	5 minutes	

		Approve client request	**JOSELITO T. REASOL** Division Chief	1 minute		

	Prepare, process and provide service / develop database system Database Development is carried thru the ff. activities: - Data Requirement Analysis - Database Design - Database Implementation - Database Build – up - Data and database validation and integration - Database Maintenance	Database Development Team	Simple - 12 months Complex – 18 months	
	Philippine Geoportal Related Geospatial Services	PG-GDMD Data Component Team	Simple - 2 days Complex – 5 days	

2	Fill-up acceptance and provide feedback through CRMS		**VICTORIA S. DE VERA** Administrative Assistant VI			

				Total Duration:
				
				• **Development of Database System**
				  o Simple = 12mos, 10mins
				  o Complex = 18mos, 10mins
				• **PG Related Services**
				  o Simple = 16hrs, 10mins
				  o Complex = 40hrs, 10mins		