












Citizen's Charter No. GISMB/GDMD-01

Name of Office : Geospatial Database Management Division, Geospatial Information Systems Management Branch
Frontline Service : Development of Database System and Provision of PGP Related Geospatial Services
Schedule of Availability of Service : Monday – Friday, 8:00 AM – 5:00 PM
Who May Avail of the Service : Internal
How to Avail of the Service : Walk-in and Phone-in

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request for desired product/service Fill-out and submit Client Request Form (CRF) 	Accept request Check completeness of information provided in the form 	 VICTORIA S. DE VERA Administrative Assistant VI	2 minutes	CRF	None
		Discuss client request with Section Supervisors 	 ERIBERTO N. BRILLANTES Section Chief, Database Design and Quality Section	5 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]
			 MA. PAZ L. MONTANO Section Chief, Geospatial Data Consolidation Section  ALJERICO A. ALCALA Section Chief, Geospatial Database Maintenance Section			
		Approve client request 	 JOSELITO T. REASOL Division Chief	1 minute	None	None

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
		<p>Prepare, process and provide service / develop database system</p> <p>Database Development is carried thru the ff. activities:</p> <ul style="list-style-type: none"> • Data Requirement Analysis • Database Design • Database Implementation • Database Build-up • Data and database validation and integration • Database Maintenance 	Database Development Team	<p>Simple - 12 months</p> <p>Complex - 18 months</p>	None	None
		Philippine Geoportal Related Geospatial Services	PGP-GDMD Data Component Team	<p>Simple - 2 days</p> <p>Complex - 5 days</p>		

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
2	Accept, sign Client's Acceptance, and provide feedback in the Delivery Details portion of the CRF	File Client Request Form	 <p>VICTORIA S. DE VERA Administrative Assistant VI</p>	1 min	CRF	None
				<p>Total Duration:</p> <ul style="list-style-type: none"> • Development of Database System <ul style="list-style-type: none"> ○ Simple = 12mos, 10mins ○ Complex = 18mos, 10mins • PGP Related Services <ul style="list-style-type: none"> ○ Simple = 16hrs, 10mins ○ Complex = 40hrs, 10mins 		