

Citizen's Charter No. SSB/ESD-01








Name of Office : **Transport Management Section, Engineering Services Division, Support Services Branch (SSB)
National Mapping and Resource Information Authority**









Frontline Service : **Minor Repair of Vehicles**









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 Request**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request service 	Accept user's request 	 MA. LUZ H. GIGANTONE Administrative Assistant II	1 minute	NAMRIA Vehicle Management System	
		Perform inspection and diagnostic procedure of the vehicle Prepare pre-Technical Inspection Report (TIR) 	 JOEMARIE B. PANES Mechanic Shop Foreman	1 hour	TIR	
		Approve pre-TIR 	 VIRGILIO N. PANGA	1 minute	TIR	

			Engineer V			
		Prepare PR with canvass and cost estimate of vehicle spare parts 	 LEO Q. PUQUIZ Administrative Assistant III	2 hours	Purchase Request (PR)	
		Review the specifications of the vehicle spare parts listed in the PR and endorse the documents to the SSB Director 	 VIRGILIO N. PANGA Engineer V	5 minutes		
		Record and release PR to the Office of the SSB Director 	 MA. LUZ H. GIGANTONE Administrative Assistant II	10 minutes		
		Allocate and release fund 	 REYCHELLE J. DECANO Engineer II	10 minutes		

		Purchase spare parts Repair the vehicle 	 JOEMARIE B. PANES Mechanic Shop Foreman	2 days and 4 hours		
		Prepare post-TIR 	 LEO Q. PUQUIZ Administrative Assistant III	1 minute	TIR	
		 Certify the roadworthiness of the vehicle	 RODOLFO C. MIRAN Engineer IV	10 minutes	TIR	
2	Acknowledge/sign the post-TIR and fill out the client feedback portion 	Record client feedback	 MA. LUZ H. GIGANTONE Administrative Assistant II	1 minute	TIR	
				Total Duration: 2 days, 7 hours and 39 minutes		