


















Citizen's Charter No. SSB/ESD-03

Name of Office : Instrumentation and Communication Section, Engineering Services Division, Support Services Branch (SSB)
Frontline Service : Repair of Instrumentation and Communication Equipment
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 : Walk In, 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 repair Fill out and submit the Client Request Form (CRF) to the receiving clerk | Receive and endorse the filled-out CRF to the concerned unit |  VANESSA C. BOOL Data Processor II | 1 minute | Client Request Form | |
| | | Perform inspection and diagnostic procedure of the instrumentation and communication equipment Prepare pre-TIR |  LORETO GEALONE ENGR. III | 1 hour | Equipment Warranty Certificate, Operations Manual Technical Inspection Report (TIR) | |
| | | Approve pre-TIR |  VIRGILIO N. PANGA Engineer V | 1 minute | TIR | |

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|--|--|--|------------|-----------------------|--|
| | <p>Notify the end user if the equipment is under warranty, need to be repaired outside, or need to be replaced</p>  |  LORETO G. GEALONE Engineer III | 1 minute | | |
| | <p>Prepare PR and cost estimate of the parts of the instrumentation and communication equipment</p>  | | 2 hours | Purchase Request (PR) | |
| | <p>Review the specifications of the equipment listed in the PR and endorse the document to the SSB Director</p>  |  VIRGILIO N. PANGA Engineer V | 5 minutes | PR TIR | |
| | <p>Record and release the PR to the Office of the SSB Director</p>  |  VANESSA C. BOOL Data Processor II | 10 minutes | | |
| | <p>Repair the instrumentation and communication equipment</p> <p>Prepare post-TIR</p>  |  DELIO P. RADAM Electronics and Communication Equipment Technician III | 16 hours | TIR | |

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|---|---|--|---|--|---|--|
| | | <p>Certify that the equipment is in good running condition</p>  |  <p>RAMON R. VILLANUEVA Engineer IV</p> | 10 minutes | <p>Equipment Operations Manual</p> <p>TIR</p> | |
| | |  |  <p>VIRGILIO N. PANGA Engineer V</p> | 1 minute | TIR | |
| 2 | Acknowledge/sign the TIR and fill out the client feedback portion of the TIR and the Client Acceptance portion of the CRF | Record client feedback |  <p>VANESSA C. BOOL Data Processor II</p> | 1 minute | TIR CRF | |
| | | | | <p>Total Duration: 2 days, 3 hours & 30 minutes</p> | | |