

















**Citizen's Charter No. SSB/ESD-04**

- Name of Office** : **Facilities Maintenance Section, Engineering Services Division, Support Services Branch (SSB)  
National Mapping and Resource Information Authority**
- Frontline Service** : **Repair of Facilities and 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 	 <b>LOLITA C. LASCOÑA</b> Engineering Aide	1 minute	Client Request Form	
		Perform inspection and diagnostic procedure of the facility/equipment Prepare pre-TIR 	 <b>PAOLO L. NACHOR</b> ENGR. III	1 hour	Equipment Warranty Certificate Operations Manual Technical Inspection Report (TIR)	
		Approve pre-TIR 	 <b>VIRGILIO N. PANGA</b> Engineer V	1 minute	TIR	

		Notify the end user if facility part/equipment is under warranty, need to be repaired outside, or need to be replaced		1 minute		
		Prepare PR and cost estimate of the facility part/equipment ↓	<b>PAULO I. NACHOR</b> Engineer III	2 hours	Purchase Request (PR)	
		Review the specifications of the facility part/equipment listed in the PR and endorse the document to the SSB Director ↓		5 minutes	PR TIR	
		Record and release the PR to the Office of the SSB Director ↓		10 minutes		
		Repair the facility part/equipment Prepare post-TIR ↓		16 hours	TIR	
			<b>MARK C. ANTHONY DE LEON</b> Computer Technician II			

		<p>Certify that the facility part/equipment is in good working condition</p> 	 <b>TOMAS O. DE CASTRO</b> Engineer IV	10 minutes	TIR	
		Approve post-TIR	 <b>VIRGILIO N. PANGA</b> Engineer V	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	 <b>LOLITA C. LASCOÑA</b> Engineering Aide	1 minute	TIR CRF	
				<b>Total Duration: 2 days, 3 hours &amp; 30 minutes</b>		