














Citizen's Charter No. SSB/FMD-01

Name of Office : Accounting Section, Financial and Management Division, Support Services Branch
National Mapping and Resource Information Authority
Frontline Service : Issuance of Certifications of PhilHealth Contributions and Income Tax Return (ITR-BIR Form#2316)
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 : Phone-in, Walk-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 certification personally or through phone 	Verify name in the database - PhilHealth Contributions - Income Tax Return 	 ENRIQUETA V. RAMOS Accounting Officer V  ELSA L. LOZARES Accounting Officer V	5 minutes	Client Request Form	None
		Prepare and print customer's latest summary of contributions and tax withheld 		1 minute		

		Endorse the certification to the Officer In Charge, Accounting Section for signature 		1 minute		
		Review and sign the document/s 	 AMELITO M. DELA CRUZ Accountant III	1 minute		
		Record the certification in the logbook 	 ENRIQUETA V. RAMOS Accounting Officer V	1 minute		
		Inform the customer of the availability of the certification 		1 minute		
		Release the Certification to the customer:	 ELSA L. LOZARES Accounting Officer V	1 minute		
2	Receive the certification of PhilHealth Contributions/Income Tax Return					

				Total Duration: 11 minutes		
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