2021
CITIZEN'S CHARTER
FIRST EDITION

NAMRIA
National Mapping and Resource Information Authority

NAMRIAgovPH

namriagovph

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National Mapping and Resource Information Authority

CITIZEN'S CHARTER

2021 (1st Edition)

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I. Mandate

NAMRIA is mandated to provide the public with mapmaking services and to act as the central mapping agency, depository, and distribution facility for natural resources data in the form of maps, charts, texts, and statistics.

II. Vision

NAMRIA is a center of excellence, building a geospatially-empowered Philippines.

III. Mission

To provide quality topographic maps, nautical charts, and other geospatial products and services in a timely and coordinated manner.

IV. Service Pledge

In delivering service to the public, the agency pledges the following:

We, the officials and employees of the National Mapping and Resource Information Authority commit to:

Nurture a culture of excellence in the production of geographic information and delivery of services to the public;

Act promptly on public request and inquiry with utmost courtesy and efficiency;

Meet and exceed public expectations through established service standards and feedback mechanisms;

Respond immediately to suggestions and take necessary actions;

Inform our customers regularly on updates and developments on our products and services; and

Assure continuous improvement of our systems and procedures to deliver the best quality service.

As such, we commit to serve with **CARE**:

Courtesy – create opportunity to know and consider the needs of our clients;

Accessibility – provide the necessary information on the available products and services and/or possible alternatives;

Response-ability – ensure that client concerns will be addressed as required and the staff will be able to deliver their commitment; and

Effectiveness – create potentials for longer relationships and engagements.

LIST OF SERVICES

EXTERNAL SERVICES

Client Service Flow

ECR – External Client Request
AR – Acknowledgement Receipt
OP – Order of Payment
OR – Original Receipt
CS – Client Satisfaction

MAP SALES OFFICE

The NAMRIA Map Sales Office or MSO sells maps, nautical charts, and publications produced by the agency. The maps that are available are topographic maps in various map scales and other thematic maps like planimetric and administrative (national, regional, and provincial) maps.

To this date, there are 15 map sales offices located nationwide aside from the ones located at our main offices in Fort Bonifacio, Taguig and San Nicolas, Manila. They are usually located or housed in the regional offices of the Department of Environment and Natural Resources (DENR).

NAMRIA-01. Provision of Printed Products (Maps, Charts, and Publications)

Private individuals and companies can purchase the following over-the-counter printed products at the NAMRIA Map Sales Offices (MSOs) and Regional MSOs.   Government agencies and the academia or members thereof can request these products for free by submitting the required document(s).

PRINTED PRODUCT	UNIT	PRODUCT PRICE (PP)
Administrative Map	sheet	200.00
Bajo de Masinloc	book	1,200.00
Nautical Chart (black and white)	sheet	450.00
Nautical Chart (colored)	sheet	600.00
Philippine Coast Pilot (7th Ed)	book/CD	2,000.00
Philippine List of Lights	book	400.00
Relief Map of the Philippines	sheet	300.00
Tide and Current Table	book	480.00
Topographic Map (all scales)	sheet	120.00

OFFICE OR DIVISION	Map Sales Office (MSO)
CLASSIFICATION	Simple, Complex
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
WHO MAY AVAIL	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
External Client Request (ECR) form – (1 original)	• MSO • www.namria.gov.ph/forms.php
Proof of Payment (POP) – (3 photocopies/ digital copy)	Client's bank (for offsite payment)
REQUIREMENTS FOR FREE PRINTED PRODUCTS	

Request Letter (RL) – (1 original/digital copy)	• Head of Agency • School Adviser
Valid ID (SSS, GSIS, Voter's ID, Passport, BIR, Driver's License, Postal ID, UMID, PRC ID, Student ID) – (1 original/digital copy)	• Concerned Government Agency • School/University

	FOR PAYING CLIENTS		FOR NON-PAYING CLIENTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about printed product	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time will start immediately after accomplishing the ECR	*Officer-in-Charge (OIC)/Staff* MSO
1. Identify what product to buy	1. Accomplish ECR and issue OP	None	20 minutes	*OIC/Staff* MSO
For Regional MSOs (RMSOs), clients need to present the OP to the Accounting Office for recording purposes before paying to the Cashier.				
2. Present OP and pay required fee	2. Issue OR	See PP Table on above	15 minutes	*Collecting Officer* MSO or *Cashier* DENR Admin Office
For **OFF-SITE CASH TRANSACTIONS**, **clients can pay the required fee though the Land Bank of the Philippines (LBP)** or as per instruction during client inquiry. Clients must secure POP and follow the blue shaded steps until release of product.				
3. Send digital POP	3. Verify POP and record OR on ECR and AR	None	2 days	*OIC/Staff* MSO
	3.1. Prepare printed product	None	5 minutes	*OIC/Staff* MSO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Release printed product and issue digital AR, OR, and CS form	None	10 minutes	*OIC/Staff* MSO
4. Send Acceptance on AR and CS form	4. Verify acceptance on AR and CS rating	None	5 minutes	*OIC/Staff* MSO
3. Present OR	3. Verify and record OR on ECR and release product	None	15 minutes	*OIC/Staff* MSO
4. Accomplish CS form	4. Verify CS rating	None	5 minutes	*OIC/Staff* MSO
1 Submit all required documents for free printed product	1. Verify all requirements, accomplish ECR, and issue AR	None	20 minutes	*OIC/Staff* MSO
2 Receive AR	2. Route ECR for approval by the Administrator	None	20 minutes	*OIC/Staff* MSO
	2.1. Approve ECR	None	2 days	*Administrator* Office of the Administrator
	2.2. Prepare printed product	None	30 minutes	*OIC/Staff* MSO
3 Present AR	3. Verify AR and release product	None	15 minutes	*OIC/Staff* MSO
4 Accomplish Acceptance on AR and CS form	4. Verify acceptance on AR and CS rating	None	5 minutes	*OIC/Staff* MSO
TOTAL		See PP Table	55 minutes (+ 2 days for off-site payment)	
			2 days, 1 hour & 30 minutes	

Client Service Units

The Client Service Units or CSUs manage requests for digital and analog data that are not available in the Map Sales Office. They have the technical expertise in responding to queries from clients who want to avail the agency's technical products and services.

All branches of NAMRIA namely: Hydrography Branch (HB), Mapping and Geodesy Branch (MGB), Resource Data Analysis and Resource Branch (RDAB), Geospatial Information System Management Branch (GISMB), and Staff Support Branch (SSB), have designated CSUs to respond to all inquiries, either through email, phone, web (website and social media), or face to face transactions, to monitor the progress of the requests, and to release the product.

NAMRIA-02. Provision of Specialized or Customized Product

Clients can purchase the following special or customized product, both in printed or digital format at the Client Service Units (CSU) of the Mapping and Geodesy Branch (MGB), Hydrography Branch (HB), and Resource Data Analysis Branch (RDAB).

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SPECIAL OR CUSTOMIZED PRODUCT	PRODUCT PROCESS TIME (PPT)
Administrative Map (raster, vector)	45 minutes/sheet
Aerial Photographs (printed, digital)	2 hours/ photo
Coastal Resource Map (printed, digital)	3 hours
Electronic Nautical Chart (ENC)	1 hour/cell
Hydrographic Smooth Sheet (printed, digital)	15 days
IFSAR, LIDAR	2 hours/25,000 has & below
Inundation Map of Coastal Low-lying Areas (printed, digital)	3 hours
Land Classification Map/FAO/DAO (printed)	1 hour
Land Classification Map/FAO/DAO (printed, certified true copy)	2 hours
Land Cover Map (printed, digital)	3 hours
Magnetic Observation Data (raw, processed)	2 days
Nautical Chart (raster)	1 hour
Nautical Chart (vector)	2 hours
Nautical Feature Digital Data	15 days
Orthophoto/Orthoimage (printed, digital)	2 hours/25,000 has & below
Orthophoto/Orthoimage (raw, processed)	1 day/25,000 has & below
Print-on-Demand (POD) Nautical Charts	1 hour/chart
Print-on-Demand (POD) Topographic Map	1 hour/sheet
Slope Map (printed, digital)	3 hours
Slope Map w/ plotting of TD (printed, digital)	3 hours
Topographic Map (digital)	45 minutes/sheet

As proof of payment from banks, clients shall present a deposit slip or a transaction receipt. Requested products can be picked-up personally, delivered through online facilities (attached to an email or downloaded from a URL), or through pre-paid couriers.

OFFICE OR DIVISION	Client Service Units (CSUs) – MGB, HB, RDAB			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
WHO MAY AVAIL	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
External Client Request (ECR) form – (1 original)		• CSU – MGB, HB, RDAB • www.namria.gov.ph/forms.php		
Proof of Payment (POP) – (3 photocopies/ digital copy)		Client's bank (for offsite payment)		
Area of Interest (.shp, CAD file, coordinates, Technical Description, Administrative Boundary) – (1 photocopy/digital copy)		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Inquire about special or customized product	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time will start immediately after accomplishing the ECR	*CSS/CSU Staff* HB/MGB/RDAB /GISMB
1. Submit all required documents	1. Verify all requirements, accomplish ECR, and issue OP	None	20 minutes	*CSU Staff* HB/MGB/RDAB
2. Present OP and pay required fee	2. Issue OR	See PP Table below	15 minutes	*Cashier* Cashier Section

For **OFF-SITE CASH TRANSACTIONS**, clients can pay the required fee though the Land Bank of the Philippines (LBP) or as per instruction during client inquiry. Clients must secure POP and follow the blue shaded steps until release of product.				
3. Send digital POP	3. Verify POP and record OR on ECR and AR	None	2 days	*Cashier* Cashier Section
	3.1. Prepare special or customized product	None	See PPT Table above	*Processing Unit* HB/MGB/RDAB
	3.2. Release special or customized product and issue digital AR, OR, and CS form	None	15 minutes	*CSU Staff* HB/MGB/RDAB
4. Send Acceptance on AR and CS form	4. Verify acceptance on AR and CS rating	None	15 minutes	*CSU Staff* HB/MGB/RDAB
3. Present OR	3. Verify and record OR on ECR and/or AR	None	10 minutes	*CSU Staff* HB/MGB/RDAB
	3.1. Prepare special or customized product	None	See PPT Table above	*Processing Unit* HB/MGB/RDAB
	3.2. Issue AR	None	5 minutes	*CSU Staff* HB/MGB/RDAB
4. Present AR	4. Verify AR and release special or customized product	None	15 minutes	*CSU Staff* HB/MGB/RDAB
5. Accomplish Acceptance on AR and CS form	5. Verify acceptance on AR and CS rating	None	5 minutes	*CSU Staff* HB/MGB/RDAB
		TOTAL	PPT + 1 hour & 10 minutes	
			PPT + 2 days, 1 hour & 5 minutes	

PRODUCT	UNIT	PRODUCT PRICE (PP)
Administrative Map (Regional/Provincial/Palawan)	sheet	500.00
Administrative Map (Philippines/Luzon/Visayas/Mindanao)	sheet	1,000.00
Administrative Map (vector)	Mb	300.00
Aerial Photographs (10"x10")	photo	250.00
Aerial Photographs (diapositive, 10"x10")	photo	550.00
Aerial Photographs (zoomed 2x, 10"x10")	photo	1,800.00
Aerial Photographs (zoomed 3x, 10"x10")	photo	2,400.00
Aerial Photographs (zoomed 4x, 10"x10")	photo	3,200.00
Coastal Resource Map (digital)	sheet	300.00
Coastal Resource Map (printed, A0)	sheet	1,500.00
Electronic Nautical Chart (ENC, large-scale)	sheet	800.00
Electronic Nautical Chart (ENC, small-scale)	sheet	600.00
Electronic Nautical Chart (ENC, per update)	sheet	200.00
FAO/DAO of LC Map (printed)		
• Print copy	page	25.00
• Certification fee for "Certified True Copy"	page	25.00
Hydrographic Smooth Sheet (analog, A1)	sheet	5,000.00
Hydrographic Smooth Sheet (analog, A0)	sheet	9,000.00
Hydrographic Smooth Sheet (digital)	sheet	10,000.00
IFSAR-Derived Contours at 3m contour interval (.shp, .dwg)	sheet	3,900.00
	sq.km.	133.75
	hectare	1.35
IFSAR-Derived Contours at 5m contour interval (.shp, .dwg)	sheet	3,750.00
	sq.km.	128.60
	hectare	1.30
IFSAR (DTM, DSM, ORI)	sheet	9,000.00
	sq.km.	300.00

PRODUCT	UNIT	PRODUCT PRICE (PP)
	hectare	3.00
	sheet	3,000.00
IFSAR-DTM, DSM, ORI (.geotiff)	sq.km.	100.00
	hectare	1.00
Inundation Map of Coastal Low-lying Areas (printed, A0)	Mb	1,500.00
Inundation Map of Coastal Low-lying Areas (digital)	Mb	300.00
Land Classification Map (printed)		
• 1ˢᵗ sq.m.	m²	250.00
• next 1/3 sq.m.	m²	30.00
• Certification fee for "Certified True Copy"	sheet	25.00
Land Cover Map (digital)	Mb	300.00
Land Cover Map (printed, A0)	sheet	1,500.00
	sheet	2,500.00
LIDAR DTM, DSM (.geotiff, .img)	sq.km.	250.00
	hectare	2.50
	sheet	5,000.00
LIDAR Orthophoto (.ecw, .img, .jpg)	sq.km.	500.00
	hectare	5.00
Magnetic Observation Data (raw)	station	430.00
Magnetic Observation Data (processed)	station	530.00
Nautical Chart (raster)	sheet	700.00
Nautical Chart (vector)	Mb	300.00
Nautical Feature Digital Data	Mb	300.00
Orthophoto Map (digital,3"x3")	sheet	6,000.00
Orthophoto Map (printed, photo paper, 3"x3")	sheet	1,800.00
Orthophoto/Orthoimage (digital, 15"x15")	sheet	6,000.00
	sq.km.	200.00

PRODUCT	UNIT	PRODUCT PRICE (PP)
	hectare	2.00
Orthophoto/Orthoimage (printed, .geotiff, photo paper)	sq.in.	2.00
Orthophoto/Orthoimage (printed, .geotiff, plain paper)	sq.in.	1.00
Print-on-Demand (POD) Chart	sheet	1,500.00
Print-on-Demand (POD) Topographic Map (enhanced/vector 1:10,000)	sheet	1,200.00
Slope Map (digital)	Mb	300.00
Slope Map (printed, A0)	sheet	1,500.00
Slope Map w/ plotting of TD (printed, digital)		
• First 10 corners	Cor	700.00
• More than 10 corners	Cor	70.00
Topographic, Administrative, and Special Map (photo paper)	inch^2	2.00
Topographic, Administrative, and Special Map (plain paper)	inch^2	1.00
Topographic, Administrative, and Special Map (tarpaulin)	inch^2	2.00
Topographic Map (.dwg, .shp, 1:10,000/5,000/4,000)	sheet	9,000.00
	sq.km.	300.00
	hectare	3.00
Topographic Map (.jpeg/.tiff, 1:250,000/50,000/10,000/5,000/4,000)	sheet	300.00
Topographic Map (rectified, .jpeg/.tiff, 1:250,000/50,000/10,000/5,000/4,000)	sheet	600.00

NAMRIA-03. Provision of Free Printed and Digital Data

Clients from government agencies and the academia or members thereof can request for free the following geospatial data, in printed and digital format, at the Client Service Units (CSU) of the Mapping and Geodesy Branch (MGB), Hydrography Branch (HB), and Resource Data Analysis Branch (RDAB).

PRINTED AND DIGITAL DATA	PRODUCT PROCESS TIME (PPT)
Aerial Photographs (printed, digital)	2 hours/photo
Bathymetric Data	15 days
Certification of Nautical Distances (CND)	2 hours 30 minutes
Coastal Resource Map (printed, digital)	1 day
Geomagnetic Data	15 days
IFSAR, LIDAR	2 hours/25,000 has & below
Inundation Map of Coastal Low-Lying Areas (printed, digital)	1 day
Land Cover Map (printed, digital)	1 day
Municipal Water Boundary Data	15 days
Nautical Charts	1 day
Nautical Feature Digital Data	15 days
Nautical Publications	15 days
Oceanographic Data	15 days
Orthophoto/Orthoimage (raw, processed)	1 day/25,000 has & below
Orthophoto/Orthoimage (printed, digital)	2 hours/25,000 has & below
Slope Map (printed, digital)	1 day
Special Maritime Zone Map	15 days

OFFICE OR DIVISION	Client Service Units (CSUs) – MGB, HB, RDAB
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government
WHO MAY AVAIL	National Government Agencies, Non-Government Organizations, Local Government Units, Students (for thesis purposes)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
External Client Request (ECR) form – (1 original)	• CSU – MGB, HB, RDAB • www.namria.gov.ph/forms.php
Valid ID (SSS, GSIS, Voter's ID, Passport, BIR, Driver's License, Postal ID, UMID, PRC ID, Student ID) – (1 original/digital copy)	Concerned Government Agency, School
Request Letter (RL) – (1 original/digital copy)	Head of Agency
REQUIREMENTS FOR STUDENTS	
Approved Thesis Proposal – (1 photocopy/digital copy)	Student
Endorsement Letter – (1 original/digital copy)	Thesis Adviser
Registration Form – (1 photocopy/digital copy)	School Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about free printed and/or digital data	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time will start immediately after accomplishing the ECR	*CSS/CSU Staff* HB/MGB/RDAB /GISMB
1. Submit all required documents for free printed and/or digital data	1. Verify all requirements, accomplish ECR, and issue AR	None	20 minutes	*CSU Staff* HB/MGB/RDAB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive AR	2. Route ECR for approval by the Administrator	None	20 minutes	*CSU Staff* HB/MGB/RDAB
	2.1. Approve ECR	None	2 days	*Administrator* Office of the Administrator
	2.2. Prepare printed and/or digital data	None	See PPT Table above	*Processing Unit* HB/MGB/RDAB
3. Present AR	3. Verify AR and release data	None	15 minutes	*CSU Staff* HB/MGB/RDAB
4. Accomplish Acceptance on AR and CS form	4. Verify acceptance on AR and CS rating	None	5 minutes	*CSU Staff* HB/MGB/RDAB
		TOTAL	PPT + 2 days & 1 hour	

NAMRIA-04. Provision of Evaluation, Certification, and Registration Services

Clients can request the following services at the Client Service Units (CSU) of the Mapping and Geodesy Branch (MGB), Hydrography Branch (HB), and Resource Data Analysis Branch (RDAB).

PRODUCT LIST	PRODUCT PROCESS TIME (PPT)
Certification for Exploration Permit (CEP)	2 hours 30 minutes
Certification of Geodetic Control Points	30 minutes/certificate
Certification of Nautical Distances (CND)	2 hours 30 minutes
Certification of No Record of LC map and/or FAO	7 days
Certification of Oceanographic Information (COI)	15 days 1 hour 15 minutes
Certification of Slope Map	19 days
Certification of Tide Gauge Benchmark (CTGB)	5 days 1 hour 15 minutes
Evaluation of GNSS Data	1 day/project
GNSS Receiver Registration	1 day/certification
Map Certification and Evaluation	19 days

OFFICE OR DIVISION	Client Service Units (CSUs) – MGB, HB, RDAB
CLASSIFICATION	Complex, Highly Technical
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
WHO MAY AVAIL	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
External Client Request (ECR) form – (1 original)	• CSU – MGB, HB, RDAB • www.namria.gov.ph/forms.php
Valid ID (SSS, GSIS, Voter's ID, Passport, BIR, Driver's License, Postal ID, UMID, PRC ID) – (1 original/digital copy)	Concerned Government Agency

Proof of Payment (POP) – (3 photocopies/ digital copy)	Client's bank (for offsite payment)

REQUIREMENTS FOR CERTIFICATE FOR EXPLORATION PERMIT	
Environmental Work Program for Offshore Exploration (EWPOE) received by MGB – (1 photocopy/digital copy)	Client

REQUIREMENTS FOR CERTIFICATION OF SLOPE MAP	
Memorandum of Agreement (MOA) – (1 original/digital copy)	PCRD, RDAB
Original/Transfer Certificate of Title (OCT/TCT) – (1 photocopy/digital copy)	Client thru LRA/Registry of Deeds
Lot Data Computation/Lot Description if OCT/TCT is unreadable or contain erroneous TD – (1 photocopy/digital copy)	Client thru DENR/LRA
Certified tie point from LMB/SMD – (1 original/digital copy)	Client thru DENR
Survey/Sketch Plan – (1 blueprint/photocopy/digital copy)	Client thru DENR/LRA
Special Power of Attorney if the client is not the lot owner/claimant – (1 photocopy/digital copy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about Evaluation, Certification, and/or Registration Services	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time will start immediately after accomplishing the ECR	*CSS/CSU Staff* HB/MGB/RDAB /GISMB
1. Submit all required documents	1. Verify all requirements, accomplish ECR, and issue OP	None	20 minutes	*CSU Staff* HB/MGB/RDAB

2. Present OP and pay required fee	2. Issue OR	See PP Table below	15 minutes	*Cashier* Cashier Section
For **OFF-SITE CASH TRANSACTIONS**, clients can pay the required fee though the Land Bank of the Philippines (LBP) or as per instruction during client inquiry. Clients must secure POP and follow the blue shaded steps until release of evaluated, certified and/or registered data/information/ equipment.				
3. Send digital POP	3. Verify POP and record OR on ECR and AR	None	2 days	*Cashier* Cashier Section
	3.1. Evaluate, certify and/or register data/ information/ equipment	None	See PPT Table above	*Processing Unit* HB/MGB/RDAB
	3.2. Release evaluated, certified and/or registered data/ information/ equipment and issue digital AR, OR, and CS form	None	15 minutes	*CSU Staff* HB/MGB/RDAB
4. Send Acceptance on AR and CS form	4. Verify acceptance on AR and CS rating	None	15 minutes	*CSU Staff* HB/MGB/RDAB
3. Present OR	3. Verify and record OR on ECR and/or AR	None	10 minutes	*CSU Staff* HB/MGB/RDAB
	3.1. Evaluate, certify and/or register data/ information/ equipment	None	See PPT Table above	*Processing Unit* HB/MGB/RDAB
	3.2. Issue AR	None	5 minutes	*CSU Staff* HB/MGB/RDAB
4. Present AR	4. Verify AR and release evaluated, certified and/or registered data/ information/ equipment	None	15 minutes	*CSU Staff* HB/MGB/RDAB

5. Accomplish Acceptance on AR and CS form	5. Verify acceptance on AR and CS rating	None	5 minutes	*CSU Staff* HB/MGB/RDAB
		TOTAL	PPT + 1 hour & 10 minutes	
			PPT + 2 days, 1 hour & 5 minutes	

PRODUCT LIST	UNIT	PRODUCT PRICE (PP)
Certificate for Exploration Permit (CEP)	certificate	2,500.00
Certification of Geodetic Control Points	certificate	360.00
Certificate of Nautical Distances (CND)	1ˢᵗ 25 M	180.00
	+ per M	25.00
Certification of No Record of LC map and/or FAO	certificate	100.00
Certificate of Oceanographic Information (COI)		
• hourly heights data per month	per station	300.00
• times and heights of high and low waters including lunitidal interval of daily heights per month	per station	300.00
• monthly and annual data of mean sea level and other tidal datum planes per month	per station	300.00
• Tide Reducers per month	per station	300.00
• highest and lowest tide observed	per station	150.00
• tidal extremes per year	per station	360.00
• tidal data analysis and processing per month	per station	1,000.00
• mean hourly tidal current velocity	per station	300.00
Certification of Slope Map (printed)		
• Pricing based on GEP Verification Survey Rates at 50% discount		See Table on next page
Certificate of Tide Gauge Benchmark (CTGB)	benchmark/ station	360.00
Evaluation of GNSS Data	pt.	500.00

PRODUCT LIST	UNIT	PRODUCT PRICE (PP)
GNSS Receiver Registration	receiver	1,800.00
Map Certification and Evaluation		
• application fee	certificate	500.00
• evaluation fee	cm^2	0.20
• certification fee	certificate	200.00

GEP VERIFICATION SURVEY RATES (Verification Survey per Lot/Title)							
Areas in Hectares	0	10	20	30	40	50	60
< 0.5	50,000						
0.5-1.0	75,000	272,500	445,000	595,000	727,000	840,000	962,500
2	95,000	290,000	460,000	610,000	740,000	852,500	972,500
3	115,000	307,000	475,000	625,000	752,000	865,000	982,500
4	135,000	325,000	490,000	640,000	765,000	877,500	992,500
5	155,000	342,500	505,000	640,000	765,000	890,000	1,002,500
6	175,000	360,000	520,000	655,000	777,500	902,500	1,012,500
7	195,000	377,500	535,000	670,000	790,000	915,000	1,022,500
8	215,000	395,000	550,000	685,000	802,500	927,500	1,032,500
9	235,000	412,500	565,000	700,000	815,000	940,000	1,042,500
10	255,000	430,000	580,000	715,000	827,500	952,500	1,052,500

NAMRIA-05. Issuance of Documents or Records

NAMRIA makes available the following records and documents to government agencies, suppliers and contractors, and even former employees for legal, administrative, and personal purposes.

RECORDS AND DOCUMENTS	PRODUCT PROCESS TIME (PPT)
Bidding Documents	over-the-counter
Canvass Proposal	over-the-counter
Directives and Issuances	1 day
Project Related Documents	1 day
Service Records	2 days
Other Documented Information	1 day

OFFICE OR DIVISION	CSU – Staff Support Branch (SSB)	
CLASSIFICATION	Simple, Complex	
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
WHO MAY AVAIL	All	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**	
External Client Request (ECR) form – (1 original)	• CSU – SSB • www.namria.gov.ph/forms.php	
Request Letter (RL) – (1 original/digital copy)	Client	
Proof of Payment (POP) – (3 photocopies/ digital copy)	Client's bank (for offsite payment)	
Valid ID (SSS, GSIS, Voter's ID, Passport, BIR, Driver's License, Postal ID, UMID, PRC ID) – (1 original/digital copy)	• Concerned Government Agency	

	FOR PAYING CLIENTS		FOR NON-PAYING CLIENTS	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about document or record	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time will start immediately after accomplishing the ECR	*CSS/CSU Staff* SSB/HB/MGB/ RDAB/GISMB
1. Identify what document or record	1. Accomplish ECR and issue OP	None	20 minutes	*CSU Staff* SSB
2. Present OP and pay required fee	2. Issue OR	See PP Table below	15 minutes	*Cashier* Administrative Division
For **OFF-SITE CASH TRANSACTIONS**, clients can pay the required fee though the Land Bank of the Philippines (LBP) or as per instruction during client inquiry. Clients must secure POP and follow the blue shaded steps until release of product.				
3. Send digital POP	3. Verify POP and record OR on ECR and AR	None	2 days	*CSU Staff* SSB
	3.1. Prepare document or record	None	See PPT Table above	*Processing Unit* SSB
	3.2. Release document or record and issue digital AR, OR, and CS form	None	10 minutes	*CSU Staff* SSB
4. Send Acceptance on AR and CS form	4. Verify acceptance on AR and CS rating	None	10 minutes	*CSU Staff* SSB
3. Present OR	3. Verify and record OR on ECR and release product	None	15 minutes	*CSU Staff* SSB
4. Accomplish CS form	4. Verify CS rating	None	5 minutes	*CSU Staff* SSB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for free document or record	1. Verify all requirements, accomplish ECR, and issue AR	None	20 minutes	*CSU Staff* SSB
2. Receive AR	2. Route ECR for approval by the Administrator	None	20 minutes	*CSU Staff* SSB
	2.1. Approve ECR	None	2 days	*Administrator* Office of the Administrator
	2.2. Prepare document or record	None	See PPT table above	*Processing Unit* SSB
3. Present AR	3. Verify AR and release document or record	None	15 minutes	*CSU Staff* SSB
4. Accomplish Acceptance on AR and CS form	4. Verify acceptance on AR and CS rating	None	5 minutes	*CSU Staff* SSB
TOTAL		See PP Table	55 minutes (+ PPT + 2 days for off-site payment)	
			PPT + 2 days & 1 hour	

DOCUMENTS AND RECORDS	PRODUCT PRICE (PP)
Bidding Documents (Contract Budget)	
500,000 and below	500.00
500,001 – 1,000,000	1,000.00
1,000,001 – 5,000,000	5,000.00
5,000,001 – 10,000,000	10,000.00
10,000,001 – 50,000,000	25,000.00
50,000,001 – 500,000,000	50,000.00
500,000,001 and above	75,000.00
Canvass Proposal	

Client Service Section

The NAMRIA Client Service Section or CSS manages requests for all types of inquiries. The section resides in the Geospatial Information Management Branch (GISMB) that is responsible in the development and implementation of NAMRIA's information systems for geospatial data and operation support, and in the production and packaging of Information, Education, and Communication (IEC) activities and materials.

Specifically, the CSS is responsible for the conduct of geomatics trainings through the NAMRIA Geomatics Training Center (GTC) and in the conduct of IEC activities.

NAMRIA-06. Registration for GIS and Other Geomatics Trainings

NAMRIA accepts applications to the following training courses through the NAMRIA Geomatics Training Center (NGTC), which is an accredited training center by the Civil Service Commission (CSC) and Continuing Professional Development (CPD) accredited by PRC.

NAMRIA also accepts off site trainings for groups, with a minimum number of fifteen (15) participants.

TRAINING COURSES	COURSE DURATION
Advanced Geographic Information System (GIS)	5 days
Advanced GIS (online)	5 days
Basic GIS	5 days
Basic GIS (online)	5 days
Basic Hydrography (Module I online)	5 days
Basic Hydrography (Modules I and II)	5 days
Data Visualization	5 days
GIS for Executives	1 day
Global Positioning System (GPS)	5 days
GNSS and PageNet	5 days
Unmanned Aerial Vehicle (UAV) Mapping for GIS	5 days

OFFICE OR DIVISION	NAMRIA Geomatics Training Center (NGTC)	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
WHO MAY AVAIL	All	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
External Client Request (ECR) form – (1 original)		• NGTC – GISD

	• www.namria.gov.ph/forms.phpwww.namria.gov. ph/forms.php
Proof of Payment (POP) – (3 photocopies/digital copy)	Client's bank (for offsite payment)
GTC Registration Form – (online)	www.namria.gov.ph/gtcis/Trainings.aspx
GTC Registration Form – (1 original/digital copy)	NGTC
REQUIREMENT FOR THE ADVANCE GIS AND UAV COURSES	
Certificate of Basic GIS Training - (1 photocopy/digital copy)	Client
REQUIREMENTS FOR OFFSITE TRAINING	
Memorandum of Agreement (MOA) – (1 original/digital copy)	NGTC

FOR ONSITE INDIVIDUAL APPLICATION		FOR OFFSITE GROUP APPLICATION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about training application	Discuss product specification, service requirements, availability, processing time, payment options, and price	None	Time will start immediately after accomplishing the GTC online pre-registration/ registration form	*NGTC Staff GISD*
1. Submit all required documents	1. Verify all requirements, accomplish ECR, and issue OP	None	20 minutes	*NGTC Staff* GISD
1. Submit all required documents	1. Verify all requirements, accomplish ECR and issue OP	None	20 minutes	*NGTC Staff* GISD
	Route ECR for approval by the Administrator	None	20 minutes	*Records Officer* Administrative Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Approve ECR	None	2 days	*Administrator* Office of the Administrator
2. Show OP	2. Record the OP	None	5 minutes	*Accounting Staff* Financial and Management Division
3. Pay required fee	3. Issue OR	See CF Table below	15 minutes	*Cashier* Administrative Division
For **OFF-SITE CASH TRANSACTIONS**, clients can pay the required fee though the Land Bank of the Philippines (LBP) or as per instruction during client inquiry. Clients must secure POP.				
4. Present OR or POP for off-site payment	4. Verify OR or POP 4.1. Record OR/POP on ECR and AR 4.2. Issue AR	None	15 minutes	*NGTC Staff* GISD
5. Accomplish Acceptance on AR and CS form	5. Verify acceptance on AR ad CS rating 5.1. Issue OR to clients who utilize off site payment	None	5 minutes	*NGTC Staff* GISD
		TOTAL	1 hour	
			2 days, 1 hour & 20 minutes	

COURSE	UNIT	COURSE FEE (CF)
Advanced GIS	person	7,500.00
Advanced GIS (online)	person	5,000.00
Basic GIS	person	7,500.00
Basic GIS (online)	person	5,000.00
Basic Hydrography (Module I online)	person	5,000.00
Basic Hydrography (Modules I and II)	person	7,500.00/module
Data Visualization	person	7,500.00
GIS for Executives	person	1,500.00
GNSS and PageNet	person	7,500.00
Global Positioning System (GPS)	person	7,500.00
Unmanned Aerial Vehicle (UAV) Mapping for GIS	person	7,500.00

NAMRIA-07. Authorization of Information, Education, and Communication (IEC) Activities

NAMRIA accepts requests for the conduct of IEC activities such as tour of agency facilities, IEC campaigns, and Map and Technology exhibits.

OFFICE OR DIVISION	Client Service Section (CSS)/Geospatial Information Services Division (GISD) – Geospatial Information System Management Branch (GISMB)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
WHO MAY AVAIL	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
External Client Request (ECR) form – (1 original)	• CSS/GISD – GISMB • www.namria.gov.ph/forms.php
Request Letter (RL) – (1 original/digital copy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about IEC activity	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time will start immediately after accomplishing the ECR	*CSS Staff* GISMB
1. Submit all required documents	1. Verify all requirements, accomplish ECR, and issue AR	None	20 minutes	*Information Officer* GISD
2. Receive AR	2. Route ECR for approval of the conduct of IEC activity	None	20 minutes	*Records Officer* Administrative Division
	Approve ECR		2 days	*Administrator* Office of the Administrator

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish Acceptance on AR and CS form	3. Verify acceptance on AR and CS rating	None	5 minutes	
		TOTAL	2 days & 45 minutes	

INTERNAL SERVICES

NAMRIA-08. Provision of Products and Services

Incumbent NAMRIA employees can request any products or services available by using the Internal Client Request Management System (ICRMS). ICRMS is an automated system developed internally to serve as the online request facility between offices or units. The following products and services are available for request:

PRODUCT	PREPARATION TIME (maximum)
Analog Maps and Charts	3 days
Digital and Analog Data	3 days
Publications	3 days
Records and Documents	3 days
Satellite Images and Aerial Photos	3 days
SERVICE	DURATION TIME (maximum)
Learning and Development Services	7 days
Technical Support and Maintenance	20 days
Engineering Support and Maintenance	20 days
Printing and Reproduction Services	20 days

OFFICE OR DIVISION	All NAMRIA Units
CLASSIFICATION	Simple, Complex, Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Not Applicable	Not Applicable

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about product or service	Discuss product specification, service requirements, availability, and processing time,	None	Time will start immediately after verification of all attached requirements	*Any Processing Units* All Branches
1. Submit authorized request	1. Receive request and select approving officer	None		*Receiving Personnel* Processing Unit
	2.1. Verify request and submitted requirements and notify client approval/ disapproval of request	None	20 minutes	*Approving Officer* Processing Unit
	2.2. Determine and notify client start and end date and time of preparation or execution of request	None	10 minutes	*Processing Personnel* Processing Unit
	2.3. Notify client delivery of request	None	10 minutes	*Receiving Personnel* Processing Unit
2. Fill out Acceptance and Feedback Details on ICRMS	2. Verify acceptance and feedback on ICRMS	None	5 minutes	*Receiving Personnel* Processing Unit
		TOTAL	45 minutes	

NAMRIA-09. Provision of Vehicle Services

Incumbent NAMRIA employees can request official use of vehicle through the NAMRIA Vehicle Management System (NVMS). NVMS is an automated system developed internally to serve the transport needs of NAMRIA employees.

OFFICE OR DIVISION	Engineering Services Division (ESD) – Staff Support Branch (SSB)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit authorized request	1. Receive authorized request	None	20 minutes	*Receiving Personnel* Transport
	1.1. Approve request	None	10 minutes	*Approving Officer* Processing Unit
	1.2. Print Trip Ticket	None	5 minutes	*Processing Personnel* Processing Unit
2. Fill out feedback details on NVMS	2. Verify feedback on NVMS	None	5 minute	*Receiving Personnel* Processing Unit
		TOTAL	40 minutes	

NAMRIA-10. Provision of Information, Communication and Technology (ICT) Resource Maintenance

Incumbent NAMRIA employees can request for maintenance and repair of desktop and laptop as well as software and network assistance through the Information, Communication and Technology Request Management Information System (ICTRMIS).

OFFICE OR DIVISION	Geospatial Information, Communication, and Technology Division (GICTD) – Geospatial Information System Management Branch (GISMB)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL	All employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Not Applicable		Not Applicable		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request desired service	1. Accept Request	None	1 minutes	*Receiving Personnel* GICTD
	1.1. Diagnose and perform operational test	None	8 hours	*Technical Staff* GICTD
	1.2. Classify for proper disposition	None	5 minutes	*Section Chief* GICTD
2. Sign and acknowledge TIR and provide feedback	2. Verify and Sign TIR	None	5 minutes	*Division Chief* GICTD
		TOTAL	8 hours & 11 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback as a result from a client request is part of the client service flow of the Citizen's Charter. Clients are provided with a 5-point scale to rate their overall experience in terms of timeliness of provision, quality of staff service, location and facilities. Feedbacks can also be made in writing through regular mail, email (css.gismb@namria.gov.ph), phone or agency website (www.namria.gov.ph) and social media accounts (Facebook and Twitter). Phone information: +632 88875466 or +632 88104831 local 444 – CSS GISMB +632 88104831 local 750 – CSU RDAB +632 88104831 local 612 – CSU MGB +632 82413494 – CSU HB +632 88105453 – CSU SSB Email information: - css.gismb@namria.gov.ph – CSS GISMB - csu.mgb@namria.gov.ph – CSU MGB - csu.rdab@namria.gov.ph – CSU RDAB - csu.hb@namria.gov.ph – CSU HB
How feedbacks are processed	The CSS GISMB compiles all feedback results from the Client Satisfaction form that the MSOs and Branch CSUs collect as a result of client service transactions. Once compiled, they are analyzed and reported as part of the Client Survey Report (CSR). The CSR is uploaded to the Knowledge Management System for agency consumption. It is also presented during Management Reviews and staff meetings for intervention, if necessary.
How to file a complaint	To file a complaint against the agency, provide the following details via email: - Full name and contact information of the complainant - Narrative of the complaint

FEEDBACK AND COMPLAINTS MECHANISM	
	• Evidences • Name of the person being complained Send all complaints against the agency to citizenscharter@namria.gov.ph.
How complaints are processed	All complaints received against the agency will be processed by the Committee on Anti-Red Tape (CART) of the agency. The CART browses, evaluates, and determines the complaints received on a daily basis. The CART shall investigate the unit or office subjected by the complaint, if necessary. After the conduct of the investigation, the CART shall create an incident report for the Administrator, for appropriate action. The CART shall inform the complainant via email of the action taken by the agency to address the lodged complaint. For follow-ups or queries, email citizenscharter@namria.gov.ph.
Contact Information of PCC, CSC, ARTA, CCB	● 8888 – Presidential Complaints Center ● 0908-8816565 – CSC Contact Center ng Bayan ● 8478-5093 – Anti-Red Tape Authority ● 0908-881-6565 (SMS) – Contact Center ng Bayan

LIST OF OFFICES

OFFICE	CONTACT INFORMATION	
	DIRECT	LOCAL
OFFICE OF THE ADMINISTRATOR NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
Administrator's Office	8810-5471 8819-0250	105/106
Deputy Administrator for GISMB & RDAB	8810-5464	111
Deputy Administrator for MGB & HB	8816-1033 8889-9944	102
Chief of Staff	8810-5469 8810-5462	104/114
HYDROGRAPHY BRANCH NAMRIA – San Nicolas Office, Barraca St., San Nicolas, Binondo, Manila Trunk line No. 8241-3494 to 98		
Director's Office	8242-2955 8242-2090 fax	104
Assistant Director's Office	8247-1281	114
Maritime Affairs Division	8245-0295	107
Surveys Support Division	8247-1280	119
Physical Oceanography Division	8242-2093	105/129
Nautical Charting Division	8245-9501	123
MAPPING AND GEODESY BRANCH NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
Director's Office	8884-2844	600/602
Assistant Director's Office	8884-2836	601
Photogrammetry Division	8884-2842	610/611/612 613/614/621
Cartography Division	8884-2835	640/641/642

OFFICE	CONTACT INFORMATION	
	DIRECT	LOCAL
Reprography and Printing Division	8884-2841	630/631/651
Geodesy Division	8884-2840 8884-2849	620/615
RESOURCE DATA ANALYSIS BRANCH NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
Director's Office	8884-2857	700/702
Assistant Director's Office	8816-1033	701
Land Resource Data Analysis Division	8884-2861	710/711
Physiography and Coastal Resources Division	8884-2864	740/741
Geospatial Integration Division	8884-2867	730/751
Land Classification Division	8884-2863	720/721/731
GEOSPATIAL INFORMATION SYSTEM MANAGEMENT BRANCH NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
Director's Office	8884-2851	400/810
Assistant Director's Office	8884-5459	441
Geospatial System Development Division	8884-2853	410
Geospatial Database Management Division	8884-2856 8810-5460	420
Geospatial Information and Communications Technology Division	8884-2877	460/461
Geospatial Information Services Division	8810-2890 8884-2855 8887-5466	401/430/431 440/442/444
SUPPORT SERVICES BRANCH NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		

OFFICE	CONTACT INFORMATION	
	DIRECT	LOCAL
Director's Office	8843-5873	300/301
Administrative Division	8810-5453	200/260
Policy and Planning Division	8810-5461	230/231
Financial and Management Division	8810-5449 8887-5351	221/220/222
Engineering Services Division	8810-5470	302
Human Resource Management Section	8810-5458	210/211