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NAMRIA

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CITIZEN'S CHARTER

SECOND EDITION

namria.gov.ph



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National Mapping and Resource Information Authority

CITIZEN'S CHARTER
2023 (2nd Edition)



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CITIZEN'S CHARTER
2023(2nd Edition)



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

We at NAMRIA, guided by our mandate, vision, mission, and core values, are committed to our clients' and stakeholders' utmost satisfaction in providing quality geospatial information and services while upholding the regulatory, professional, ethical, and efficiency standards.

In any disruptive situation, we shall exert best efforts to promptly recover our viability, restore our operations, ensure the continuity of our essential functions, and strengthen the resilience of our agency, bearing in mind the welfare of our fellow employees and guests, and the protection of our resources.

We shall constantly enhance our competencies to continually improve our quality and continuity management systems, adopt world-class technologies, respond to the needs of changing times, and be an agent for a geospatially empowered Philippines.

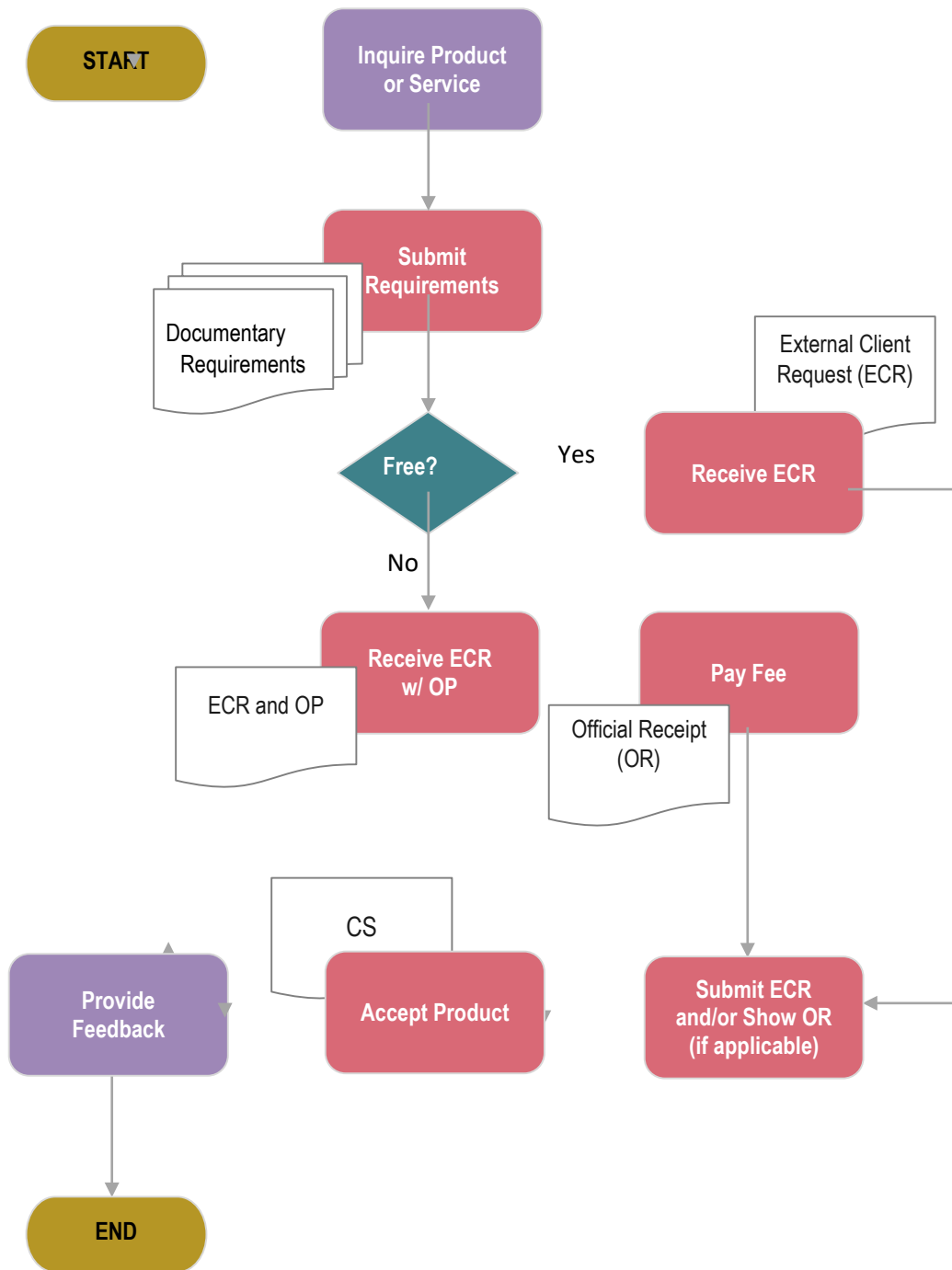


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Client Service Flow (On-site)

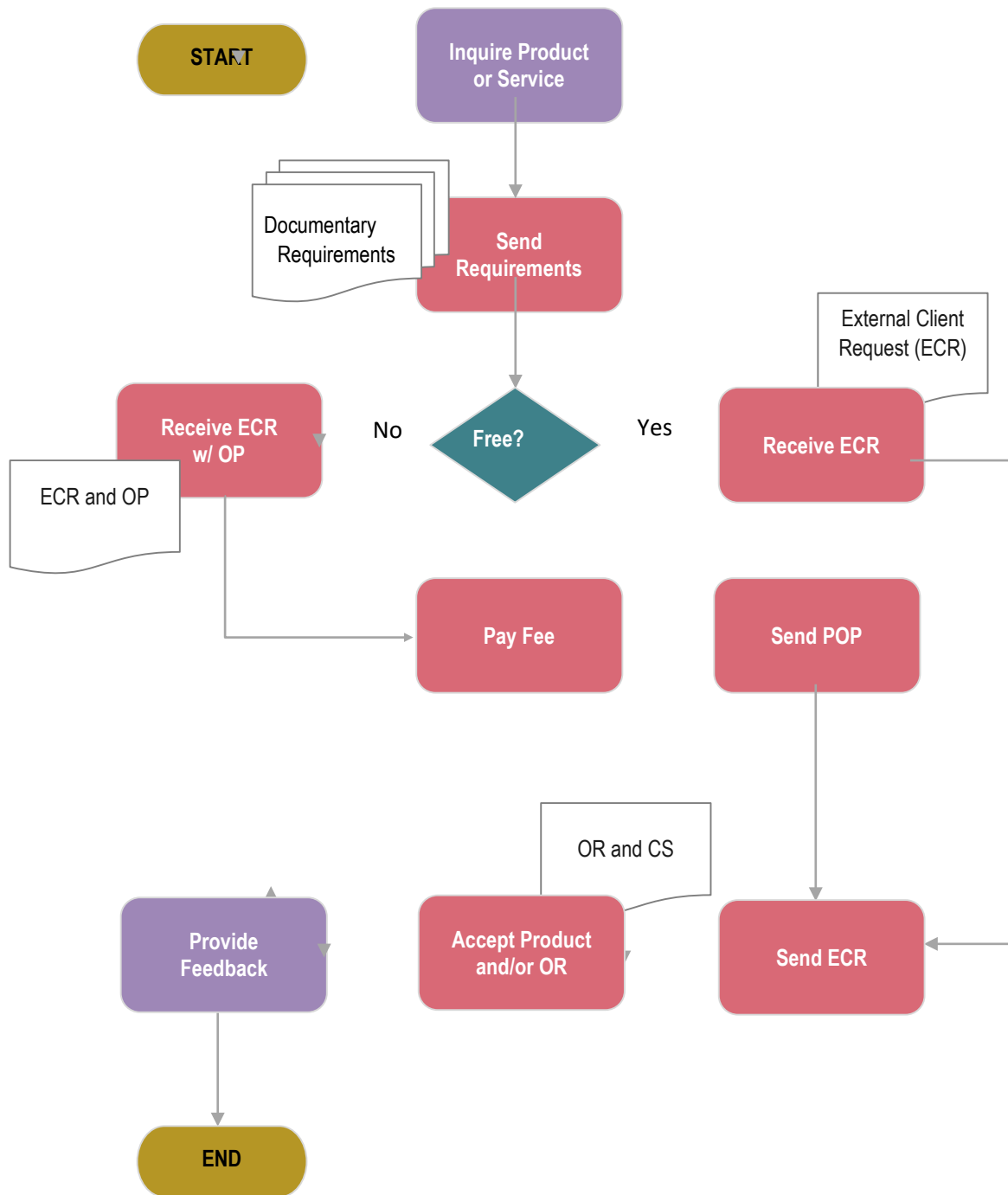


Steps not included in Processing Time

Steps included in the Processing Time



Client Service Flow (Off-site)



Steps not included in Processing Time

Steps included in the Processing Time



EXTERNAL SERVICES



MAP SALES OFFICE

The NAMRIA Map Sales Office (MSO) sells topographic maps, nautical charts, publications and administrative (national, regional, and provincial) maps produced by the agency.

The MSOs are located nationwide. Regional MSOs provide region-specific maps exclusively. You may visit <https://namria.gov.ph/about.aspx#msos> for the list and contact details of the MSOs.

In addition to over-the counter products, you can also order online through the <https://namria.gov.ph/eMapa/>



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

Clients can purchase at the NAMRIA main and regional Map Sales Offices (MSOs) or order online through the e-Mapa the following over-the-counter printed products:

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 (per volume)	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

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP), or as per instruction of the MSO Staff. Clients must secure Proof of Payment (POP). Verification of POP may take 2 days.

For online ordering, the shipping fee and delivery time are not included in this procedure.

OFFICE OR DIVISION	Map Sales Office (MSO)	
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	
Proof of Payment (POP) – (3 photocopies/ digital copy)	Client's bank (for off-site payment)	



WALK-IN CLIENTS	e-MAPA CLIENTS
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about the printed products to buy	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time starts after the client submits all requirements, if any, and MSO Staff acknowledges the TOA the ECR. Source: JMC 2019-001 IRR of RA11032 Rule VII Section 2.b	<i>MSO Staff</i>
Provide client details	Fill out the Client Details of the ECR			
Identify the printed products to buy	Fill out the Product Details and generate ECR and show the Terms of Agreement (TOA)			
1. Acknowledge TOA and validate the product to buy	1. Issue Order of Payment (OP)	None	15 minutes	<i>MSO OIC/Staff</i>
For MSOs other than the Fort Bonifacio and San Nicolas MSOs, clients may need to present the OP to the Accounting Office of the DENR for recording purposes before paying to the Cashier (20 minutes).				
2. Pay the required fee	2. Issue Official Receipt (OR)	See PP Table above	10 minutes	<i>MSO Collecting Officer</i>
3. Present OR	3. Verify and record OR on ECR	None	5 minutes	<i>MSO Staff</i>
	3.1. Prepare printed product		5 minutes / product	
	3.2. Release printed product		5 minutes	
4. Accept printed product	4. Release OR and ask the client to accomplish the Client Satisfaction (CS) form	None	5 minutes	<i>MSO Staff</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Browse product to buy at https://namria.gov.ph/eMapa/	1. Display product specifications	None	Client-driven	<i>Not Applicable</i>
2. Send cart for verification	2. Call/Email client to verify product on cart		Client-driven	<i>MSO Staff</i>
3. Validate the ordered product	3. Send Order of Payment (OP)		10 minutes	<i>MSO Staff</i>
4. Pay required fee (Off-site payment)	4. Wait for Proof of Payment (POP)	See PP Table above	Client-driven	<i>MSO Staff</i>
5. Send digital POP	5. Verify POP	None	30 minutes	<i>Cashier Administrative Division</i>
	5.1. Prepare printed product		5 minutes /product	<i>MSO Staff</i>
	5.2. Release printed product and OR		10 minutes	<i>MSO Staff</i>
	5.3. Send Client Satisfaction (CS) form link			
Accomplish CS form	Accept and verify CS form	None	Optional	<i>MSO Staff</i>
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	<i>MSO Staff</i>
			45 minutes	
			TOTAL	



Client Service Units

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

All branches of NAMRIA namely: Hydrography Branch (HB), Mapping and Geodesy Branch (MGB), Resource Data Analysis Branch (RDAB), Geospatial Information System Management Branch (GISMB), and Support Services 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/s.



NAMRIA-02. Provision of Specialized or Customized Products

Clients can purchase the following specialized or customized products, 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).

SPECIAL OR CUSTOMIZED PRODUCT	PRODUCT PROCESS TIME (PPT)
Administrative Map (raster, vector)	45 minutes/sheet
Aerial Photographs (printed, digital)	2 hours/ photo
Civil Reservation Map (printed)	1 hour
Coastal Resource Map (printed, digital)	3 hour
Communal Forest Map (printed)	1 hour
Electronic Nautical Chart (ENC)	1 hour/cell
Fishpond Development Map (printed)	1 hour
Forest Reserve/Watershed Forest Reserve Map (printed)	1 hour
GCP CSV, KMZ or Shape File	1 hour/area
Hydrographic Smooth Sheet/Bathymetric Map (printed, digital)	15 days
IFSAR, LIDAR	2 hours/25,000 has & below
Land Classification Map/FAO/DAO (printed)	1 hour
Land Classification Map/FAO/DAO (Certified True Copy)	2 hours
Magnetic Observation Data (raw, processed)	2 days
Maritime Zone and Boundary Map	15 working days
Military Reservation Map (printed)	1 hour
National Park Map (printed)	1 hour
Nautical Chart (raster)	1 hour
Nautical Chart (vector)	2 hours
Orthophoto/Orthoimage (printed, digital)	2 hours/25,000 has & below
Orthophoto/Orthoimage (raw, processed)	5 days/25,000 has & below
Print-on-Demand (POD) GCP Monument Description Sheet	5 minutes/point



POD Nautical Chart	1 hour/chart
POD Topographic Map	1 hour/sheet
POD (Land Cover, Slope, Inundation, Coastal Resource and Other Thematic Maps)	3 hours/map
Slope Map w/ plotting of TD (printed, digital)	1 day
Topographic Map (digital)	45 minutes/sheet

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP) or as per instruction of the CSU Staff. Clients must secure Proof of Payment (POP). Verification of POP may take two (2) days.

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	Simple, 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)	<ul style="list-style-type: none"> • CSU • www.namria.gov.ph/forms.php
	Valid ID	Client
	Proof of Payment (POP) – (3 photocopies/ digital copy)	Client's bank (for off-site payment)
	Area of Interest (.shp, CAD file, coordinates, Technical Description, Administrative Boundary) – (1 photocopy/digital copy)	Client

	ON-SITE CLIENTS	Clients who walk-in at the NAMRIA CSS/CSU/MSO		OFF-SITE CLIENTS	Clients who lodge requests through email, phone, or social media
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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 starts after client submits all requirements, if any, and CSU Staff generates the ECR.	CSS/CSU Staff HB/MGB/RDAB
Provide personal information	Fill out the Client and Product Details in the NPASIS and generate ECR form.	None	Source: JMC 2019-001 IRR of RA11032 Rule VII Section 2.b	
Identify the special or customized products to buy				
1. Submit all required documents, if any, and acknowledge TOA.	1. Verify all required documents and issue ECR with Order of Payment (OP)	None	20 minutes	CSU Staff HB/MGB/RDAB
2. Pay required fee	2. Issue Official Receipt (OR)	See PP Table below	15 minutes	Cashier Administrative Division
3. Present OR	3. Verify and record OR	None	15 minutes	CSU Staff HB/MGB/RDAB
	3.1. Prepare specialized or customized product	None	See PPT Table above	Product Processing Unit HB/MGB/RDAB
4. Submit ECR copy with acceptance of the product/service	4. Release specialized or customized product and OR and issue CS form	None	20 minutes	CSU Staff HB/MGB/RDAB
1. Send all required documents	1. Verify all required documents and send ECR with OP	None	20 minutes	CSU Staff HB/MGB/RDAB



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay required fee (Off-site payment)	2. Wait for Proof of Payment (POP)	See PP Table above	Client driven	CSU Staff HB/MGB/RDAB
3. Send digital POP	3. Verify POP and issue OR	None	5 days	Cashier Administrative Division
	Record OR	None	5 minutes	CSU Staff HB/MGB/RDAB
	3.2. Prepare specialized or customized product	None	See PPT Table above	Processing Unit HB/MGB/RDAB
4. Submit ECR copy with acceptance of the product/service	4. Release specialized or customized products and send CS form	None	15 minutes	CSU Staff HB/MGB/RDAB
Accomplish CS form	Accept and verify CS form	None	Optional	CSU Staff HB/MGB/RDAB
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	CSU Staff HB/MGB/RDAB
TOTAL			PPT + 1 hour & 10 minutes	
			PPT + 1 day & 40 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



PRODUCT	UNIT	PRODUCT PRICE (PP)
Aerial Photographs (zoomed 3x, 10"x10")	photo	2,400.00
Aerial Photographs (zoomed 4x, 10"x10")	photo	3,200.00
Civil Reservation Map (printed)		
● 1 st sq.m.	m ²	250.00
● next 1/3 sq.m.	m ²	30.00
● Certification fee for "Certified True Copy"	sheet	25.00
Communal Forest Map (printed)		
● 1 st sq.m.	m ²	250.00
● next 1/3 sq.m.	m ²	30.00
● Certification fee for "Certified True Copy"	sheet	25.00
Electronic Nautical Chart (ENC, large-scale)	sheet	1,000.00
ENC (small-scale)	sheet	1,000.00
ENC (per update)	sheet	200.00
FAO/DAO of Land Classification (LC) Map (printed)		
● Print copy	page	25.00
● Certification fee for "Certified True Copy"	page	25.00
Fishpond Development Map (printed)		
● 1 st sq.m.	m ²	250.00
● Next 1/3 sq.m.	m ²	30.00
● Certification fee for "Certified True Copy"	sheet	25.00
Forest Reserve/Watershed Forest Reserve Map (printed)		
● 1 st sq.m.	m ²	250.00
● Next 1/3 sq.m.	m ²	30.00
● Certification fee for "Certified True Copy"	sheet	25.00
GCP in CSV, KMZ or SHP File Format	point	10.00



PRODUCT	UNIT	PRODUCT PRICE (PP)
Hydrographic Smooth Sheet (Inshore: Ports and Harbors)		
Hydrographic Smooth Sheet (analog, A1)	sheet	5,000.00
Hydrographic Smooth Sheet (analog, A0)	sheet	9,000.00
Hydrographic Smooth Sheet, A0 size, Digital (raster or vector)	sheet	1,500.00 + 10,000 -(950.00* year factor)maximum of 10 years
Hydrographic Surveys		
Inshore survey including rivers and lakes, multibeam	hr	12,500.00
Inshore survey including rivers and lakes, singlebeam	hr	10,000.00
Offshore Survey, multibeam	hr	70,000.00
Bathymetric chart, A0, Digital	sheet	1,500.00 + 10,000 -(950.00* year factor)maximum of 10 years
Bathymetric data, ASCII xyz file	sq.km	PhP2,000 for the first 1000 sqkm + PhP1 per 1 sqkm in excess of 1000 sq km
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
	hectare	3.00
IFSAR-DTM, DSM, ORI (.geotiff)	sheet	3,000.00



PRODUCT	UNIT	PRODUCT PRICE (PP)
	sq.km.	100.00
	hectare	1.00
Land Classification Map (printed)		
● 1 st sq.m.	m ²	250.00
● next 1/3 sq.m.	m ²	30.00
● Certification fee for "Certified True Copy"	sheet	25.00
LIDAR DTM, DSM (.geotiff, .img)	sheet	2,500.00
	sq.km.	250.00
	hectare	2.50
LIDAR Orthophoto (.ecw, .img, .jpg)	sheet	5,000.00
	sq.km.	500.00
	hectare	5.00
Magnetic Observatory Data		
● Magnetic Observation Data (raw)	station	430.00
● Magnetic Observation Data (processed)	station	530.00
● Isogonic Chart (A0 or 1.1 x 0.75meters)	sheet	1500.00
● Magnetic Observatory one-month raw data	month	650.00
● Magnetic Observatory one-month processed data	month	850.00
● Magnetic Observatory one-month raw and processed data	month	1,100.00
Military Reservation Map (printed)		
● 1 st sq.m.	m ²	250.00
● Next 1/3 sq.m.	m ²	30.00
● Certification fee for "Certified True Copy"	sheet	25.00
Maritime Zone and Boundary Data		
● Maritime Zone and Boundary Map	sheet	1,500.00



PRODUCT	UNIT	PRODUCT PRICE (PP)
<ul style="list-style-type: none"> ● Certified Municipal Water Map and Technical Description (TD) (printed, "Certified True Copy", long size) 	page	25.00
National Park Map (printed)		
<ul style="list-style-type: none"> ● 1st sq.m. 	m ²	250.00
<ul style="list-style-type: none"> ● Next 1/3 sq.m. 	m ²	30.00
<ul style="list-style-type: none"> ● Certification fee for "Certified True Copy" 	sheet	25.00
Nautical Chart digital (scanned) jpeg or pdf	sheet	700.00
Nautical Chart digital (geo-tiff only)	sheet	1,000.00
Nautical Chart (vector)	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
	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
POD GCP Monument Description Sheet	point	5.00
POD Topographic Map (enhanced/vector 1:10,000, plain paper)	sheet	1,200.00
POD (Land Cover, Slope, Coastal Resource, Inundation and Other Thematic Maps)		
<ul style="list-style-type: none"> ● Ordinary Paper (1.00/sq.in.) 		
<ul style="list-style-type: none"> ○ AO (42" x 36") 	sheet	1,500.00
<ul style="list-style-type: none"> ○ A1 (23" x 33") 	sheet	775.00
<ul style="list-style-type: none"> ○ A3 (11" x 16") 	sheet	187.00
<ul style="list-style-type: none"> ● Photo Paper (2.00/sq.in.) 		
<ul style="list-style-type: none"> ○ AO (42" x 36") 	sheet	3,500.00



PRODUCT	UNIT	PRODUCT PRICE (PP)
○ A1 (23" x 33")	sheet	1,520.00
○ A3 (11" x 16")	sheet	350.00
Slope Map w/ plotting of TD (printed, digital)		
● Residential Lot	lot	1,500.00
● Agricultural Lot	lot	2,500.00
● Commercial Lot	lot	3,500.00
● Other Lot Areas (Forestland, NIPAS, Watershed, Pasture)	lot	5,000.00
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 Products

Clients can request for free the following NAMRIA products, 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), and at the Map Sales Office (MSO in Fort Bonifacio and San Nicolas.

PRINTED AND DIGITAL DATA	PRODUCT PROCESS TIME (PPT)
Administrative Map (over-the-counter)	30 minutes
Administrative Map (digital)	5 days/sheet
Administrative Map (printed)	5 days and 2 hours/sheet
Aerial Photographs (printed, digital)	2 hours/photo
Bajo de Masinloc	30 minutes
Bathymetric Data	15 days
Certification of Nautical Distances (CND)	2 hours 30 minutes
Certification of Geodetic Control Points	30 minutes/point
Certification of Offshore Activity (COA)	15 days
Civil Reservation Map* (printed)	1 day
Coastal Resource Map (shp/jpg @ 300dpi)	1 day
Communal Forest Map* (printed, digital)	1 day
Electronic Navigational Chart (ENC)	1 day
ENR Statistics	1 day
Fishpond Development Map* (printed)	1 day
Forest Reserve/Watershed Forest Reserve Map* (printed)	1 day
GCPs in CSV, KMZ or SHP File Format	1 hour/area
Geomagnetic Data	15 days
IFSAR, LIDAR	2 hours/25,000 has & below
Inundation Map of Coastal Low-Lying Areas (shp/jpg 300dpi)	1 day
Land Classification Map * (printed)	1 day



Land Cover Map (shp/jpg @ 300dpi)	1 day
Existing Land Use Map (shp/jpg 300dpi)	1 day
Maritime Zone and Boundary Data	15 days
Military Reservation Map* (printed)	1 day
National Park Map* (printed)	1 day
Nautical Charts (Printed and Raster)	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
Print-on-Demand (POD) Monument Description Sheet	5 minutes/point
POD Nautical Charts	1 hour/chart
POD Topographic Map (for readily available products)	1 hour/sheet
Relief Map of the Philippines	30 minutes
Slope Map (shp/jpg 300dpi)	1 day
Topographic Map (all scales)	30 minutes

*FREE only if cost of printing is less than P1,000.00 and below.

OFFICE OR DIVISION	Client Service Units (CSUs) – MGB, HB, RDAB
CLASSIFICATION	Simple, Complex, Highly Technical
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government
WHO MAY AVAIL	<p>1. Government agencies from the:</p> <ul style="list-style-type: none"> ● Executive Branch (Office of the President, Office of the Vice President, Executive Departments, Independent Agencies, Boards, Commissions and Committees) ● Legislative Branch (Senate and House of Representatives) ● Judicial Branch (Supreme Court and Lower Courts), and



	<ul style="list-style-type: none"> Local Government Units (LGU) <p>2. State Universities and Colleges (SUC) as well as other members of the Academia, whether private or public.</p> <p>3. Hydrographic offices in accordance with the Article VIII of the Convention on the IHO or on a mutual exchange basis to be approved by the Director of the Hydrography Branch.</p>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
External Client Request (ECR) form – (1 original)	<ul style="list-style-type: none"> CSU 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)	Client
REQUIREMENTS FOR STUDENTS	
RL noted by thesis adviser – (1 original/digital copy)	Student and Thesis Adviser
School ID or Registration Form if ID is not yet available – (1 photocopy/digital copy)	Student or School Registrar
Thesis/Research Proposal Abstract	Student

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send RL	Assign Office of Primary Responsibility (OPR)	None	Time starts after client submits all requirements, if any, and CSU Staff generates the ECR.	<i>Administrator</i> Office of the Administrator
	Contact client			<i>CSS/CSU Staff</i> HB/MGB/RDAB
Inquire about free printed and/or digital data and products in the request letter	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode			<i>CSS/CSU Staff</i> HB/MGB/RDAB



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide other personal information	Fill out the Client and Product Details in the NPASIS and generate ECR form.			
Identify the special or customized products to buy				
1. Submit all required documents, if any.	1. Verify all required documents	None	20 minutes	<i>CSU Staff</i> HB/MGB/RDAB
	1.1 Route ECR and transmittal letter for approval by the Administrator	None	20 minutes	<i>CSU Staff</i> HB/MGB/RDAB
	1.2 Approve ECR and transmittal letter	None	2 days	<i>Administrator</i> Office of the Administrator
	1.3 Send ECR	None	See PPT Table above	<i>CSU Staff</i> HB/MGB/RDAB
	1.4 Prepare printed and/or digital data			<i>Processing Unit</i> HB/MGB/RDAB
2. Submit ECR copy with acknowledgement of the TOA and acceptance of the product/service	2. Release data with transmittal letter and issue CS form	None	20 minutes	<i>CSU Staff</i> HB/MGB/RDAB
Accomplish CS form	Accept and verify CS form	None	Optional	<i>CSU Staff</i> HB/MGB/RDAB
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	<i>CSU Staff</i> 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 of Offshore Activity (COA)	15 days 1 hour 15 minutes
Certification of Geodetic Control Points	30 minutes/point
Certification of Municipal Water Map and Technical Description	2 hours 30 minutes
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
Digital Level Registration	1 day/certification
Evaluation of GNSS Data	1 day/project
Evaluation of Geodetic Leveling Data	1 day/project
GNSS Receiver Registration	1 day/certification
Map Certification and Evaluation	19 days

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP) or per instruction of the CSU Staff during inquiry. Clients must secure Proof of Payment (POP). Verification of POP may take two (2) days.

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	Simple, 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)		<ul style="list-style-type: none"> • CSU • 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 off-site payment)
ADDITIONAL REQUIREMENTS FOR CERTIFICATE FOR OFFSHORE ACTIVITY		
Environmental Work Program for Offshore Exploration (EWPOE) received by MGB – (1 photocopy/digital copy)		Client
ADDITIONAL REQUIREMENT FOR CERTIFICATION OF NO RECORD OF LC MAP AND/OR FAO		
Request Letter		Client
ADDITIONAL REQUIREMENTS FOR CERTIFICATION OF SLOPE MAP		
Memorandum of Agreement (MOA) – (1 original/digital copy)		PCRD, RDAB
Original/Transfer Certificate of Title (OCT/TCT) or Lot Data Computation/Lot Description or Survey/Sketch Plan – (1 blueprint/photocopy/digital copy)		Client thru LRA/Registry of Deeds or DENR/LRA
Certified tie point from LMB/SMD – (1 original/digital copy)		Client thru DENR
Special Power of Attorney if the client is not the lot owner/claimant – (1 photocopy/digital copy)		Client
REQUIREMENTS FOR LEVELING DATA EVALUATION		
Raw leveling data Fieldnotes Monument description with picture		Client



KMZ file of the level line	
REQUIREMENTS FOR GNSS DATA EVALUATION	
GNSS observation data in RINEX format GNSS Field sheets Monument description with picture	Client
REQUIREMENTS FOR DIGITAL LEVEL REGISTRATION	
Digital level instruments with rods Raw leveling data Instrument brand, model and serial number	Client
REQUIREMENTS FOR GNSS RECEIVER REGISTRATION	
GNSS observation data in RINEX format Instrument brand, model and serial number	Client

	ON-SITE CLIENTS	Clients who walk-in at the NAMRIA CSS/CSU/MSO		OFF-SITE CLIENTS	Clients who lodge requests through email, phone, or social media
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about certification, evaluation, or registration services	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time starts after client submits all requirements, if any, and CSU Staff generates the ECR.	CSS/CSU Staff HB/MGB/RDAB
Provide personal information	Fill out the Client and Product Details in the NPASIS and generate ECR form.	None	Source: JMC 2019-001 IRR if RA11032 Rule VII Section 2.b	CSU Staff HB/MGB/RDAB
Identify the certification, evaluation, or registration services				
1. Submit all required documents, if any, and acknowledge TOA.	1. Verify all required documents and issue ECR with Order of Payment (OP)	None	20 minutes	CSU Staff HB/MGB/RDAB



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay required fee	2. Issue OR	See PP Table below	15 minutes	Cashier Administrative Division
3. Present OR	3. Verify and record OR	None	15 minutes	CSU Staff HB/MGB/RDAB
	3.1. Prepare certification, evaluation, or registration document	None	See PPT Table above	Product Processing Unit HB/MGB/RDAB
4. Submit ECR copy with acceptance of the product/service	4. Release certification, evaluation, or registration document, and issue CS form	None	20 minutes	CSU Staff HB/MGB/RDAB
1. Send all required documents	1. Verify all required documents and send ECR with OP	None	20 minutes	CSU Staff HB/MGB/RDAB
2. Pay required fee (Off-site payment)	2. Wait for Proof of Payment (POP)	See PP Table above	Client driven	CSU Staff HB/MGB/RDAB
3. Send digital POP	3. Verify POP and issue OR	None	1 day	Cashier Administrative Division
	3.1. Record OR	None	5 minutes	Processing Unit HB/MGB/RDAB
	3.2. Prepare certification, evaluation, or registration document	None	See PPT Table above	Processing Unit HB/MGB/RDAB
4. Submit ECR copy with acceptance of the product/service	4. Release certification, evaluation, or registration document and send CS form	None	15 minutes	MSO Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish CS form	Accept and verify CS form	None	Optional	CSU Staff HB/MGB/RDAB
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	CSU Staff HB/MGB/RDAB
TOTAL			PPT + 1 hour & 10 minutes	
			PPT + 1 days & 40 minutes	

PRODUCT LIST	UNIT	PRODUCT PRICE (PP)
Offshore of Offshore Activity (COA)	certificate	2,500.00
Certification of Geodetic Control Points	certificate	360.00
Certification of Municipal Water Map and Technical Description	certificate	5,000.00
	+ per km	50.00
Certification of Nautical Distances (CND)	1 st 25 M	180.00
	+ per M	25.00
Certification of No Record of LC map and/or FAO	certification	100.00
Certificate of Oceanographic Information (COI)		
● raw hourly heights data per month	per station	360.00
● processed hourly heights data per month	per station	360.00
● times and heights of high and low waters including lunitidal interval of daily heights per month	per station	360.00
● monthly and annual data of mean sea level and other tidal datum planes per month	per station	360.00
● Tide Reducers per month	per station	360.00
● annual mean sea level monthly means	per station	360.00
● highest and lowest tide observed	per station	360.00
● tidal extremes per year	per station	360.00



PRODUCT LIST	UNIT	PRODUCT PRICE (PP)
● tidal data processing and analysis per month	per station	1,000.00
● advance copy of tide prediction per month	per station	360.00
● processed serial cast conductivity, temperature, depth/expendable bathythermograph (sound velocity, temperature, salinity, conductivity, pressure) per inshore or offshore oceanographic station		
a) combination of 3 parameters or less	per cast	400.00
b) combination of 4 or more parameters	per cast	600.00
Certification of Slope Map (printed)		
● 100 sq.m & below		P 9,545.00
● > 100 sq.m to 200 sq.m		P 9,545.00 + P10.00/sq.m. in excess of 100 sq.m. to 200 sq.m.
● > 200 sq.m to 300 sq.m		P 10,535.00 + 9.00/sq.m. in excess of 200 sq. m. to 300 sq.m.
● > 300 sq.m. to 400 sq. m.		P 11,426.00 + 8.00/sq.m. in excess of 300 sq.m. to 400 sq.m.
● > 400 sq.m. to 500 sq. m.		P 12,218.00 + 7.00/sq.m. in excess of 400 sq.m. to 500 sq.m.
● > 500 sq.m. to 1,000 sq. m		P 12,545.00 plus P 5.00 per sq. m. in excess of 500 sq.m. to 1,000 sq.m.
● > 1,000 to 5,000 sq.m.		P 15,045.00 plus P 2.50 per sq. m. in excess of 1,000 sq.m. to 5,000 sq.m.
● > 5,000 sq.m. to 1 ha		P 25,045.00 plus P 1.50 per sq.m. in excess of 5,000 sq.m. to 1 ha.
● > 1 ha. to 2 has.		P 32,545.00 plus P 0.75 per sq.m. in excess of 1 ha. to 2 has.
● > 2 has. to 5 has.		P 40,045.00 plus P 0.50 per sq.m. in excess of 2 has. to 5 has.
● > 5 has. to 10 has.		P 55,045.00 plus P 0.20 per sq.m. in excess of 5 has. to 10 has.
● > 10 has. to 20 has.		P 65,045.00 plus P1,500.00 per ha. in excess of 10 has. to 20 has.
● > 20 has. to 30 has.		P 77,545.00 plus P 1,250.00 per ha. in excess of 20 has. to 30 has.



PRODUCT LIST	UNIT	PRODUCT PRICE (PP)
<ul style="list-style-type: none"> > 30 has. to 50 has. 		P 92,545.00 plus P 1000.00 per ha. in excess of 30 has. to 50 has.
<ul style="list-style-type: none"> > 50 has. to 100 has. 		P112,545.00 plus P 800.00 per ha. in excess of 50 has. to 100 has.
<ul style="list-style-type: none"> > 100 has. to 200 has. 		P 152,545.00 plus P 600.00 per ha. in excess of 100 has. to 200 has.
<ul style="list-style-type: none"> > 200 has. to 500 has. 		P 212,545.00 plus P 400.00 per ha. in excess of 200 has. to 500 has.
<ul style="list-style-type: none"> > 500 has. to 1,000 has. 		P 332,545.00 plus P 200.00 per ha. in excess of 500 has. to 1,000 has.
<ul style="list-style-type: none"> Above 1,000 has. 		P 432,545.00 plus P 100 per ha. in excess of 1,000 has.
Certificate of Tide Gauge Benchmark (CTGB)	benchmark/ station	180.00
Digital Level Registration	unit	1,800.00
Evaluation of Geodetic Leveling Data	benchmark	500.00
Evaluation of GNSS Data	pt.	500.00
GNSS Receiver Registration	receiver	1,800.00
Map Certification and Evaluation		
<ul style="list-style-type: none"> application fee 	certificate	500.00
<ul style="list-style-type: none"> evaluation fee 	cm ²	0.20
<ul style="list-style-type: none"> certification fee 	certificate	200.00



NAMRIA-05. Issuance of Documents or Records

The 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

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP) or per instruction of the CSU-SSB Staff during inquiry. Clients must secure Proof of Payment (POP).

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	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	
Request Letter (RL) for non-paying clients – (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)	<ul style="list-style-type: none"> 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 starts after client submits all requirements, if any, and CSU Staff generates the ECR. Source: JMC 2019-001 IIR if RA11032 Rule VII Section 2.b	CSU Staff SSB
Provide personal information	Fill out the Client and Product Details in the NPASIS and generate ECR form.			
Identify the document or record needed				
1. Submit all required documents, if any, and acknowledge TOA.	1. Verify all required documents and issue ECR with OP	None	20 minutes	CSU Staff SSB
2. Pay required fee	2. Issue OR	See PP Table below	15 minutes	Cashier Administrative Division
3. Present OR	3. Verify and record OR	None	5 minutes	CSU Staff SSB
	3.1. Prepare document or record	None	10 minutes	CSU Staff SSB
	3.2. Release document or record and OR and issue CS form	None	5 minutes	CSU Staff SSB
1. Submit all required documents, if any.	1. Verify all required documents and issue AR and CS forms	None	20 minutes	CSU Staff SSB
	1.1 Route ECR and transmittal letter for	None	20 minutes	CSU Staff SSB



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval by the Approving Officer			
	1.2 Approve ECR and transmittal letter	None	2 days	Approving Officer SSB
	1.3 Send ECR	None	See PPT Table above	CSU Staff SSB
	1.4 Prepare document			Processing Unit SSB
2. Submit ECR with acknowledgement of the TOA and acceptance of the document	3. Release document and issue CS form	None	20 minutes	CSU Staff SSB
Accomplish CS form	Accept and verify CS form	None	Optional	CSU Staff SSB
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	CSU Staff SSB
TOTAL		See PP Table	55 minutes	
			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



DOCUMENTS AND RECORDS	PRODUCT PRICE (PP)
50,000,001 – 500,000,000	50,000.00
500,000,001 and above	75,000.00
Canvass Proposal	



NAMRIA-06. Registration for GIS and Other Geomatics Trainings

The 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 the Philippine Regulations Commission (PRC). The training program is not automatically registered to CPD but depends on the profession of the participants who enrolled 45 days prior to the training date.

The NAMRIA also accepts off-site trainings for groups, with a maximum of twenty-five (25) 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

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP) or per instruction of the CSU-SSB Staff during the inquiry. Clients must secure Proof of Payment (POP).

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		
COURSE	REQUIREMENTS	WHERE TO SECURE
Basic Geographic Information System (GIS)	Knowledge in Basic Computer Operation and Windows OS commands	Not Applicable(N/A)
Advanced GIS	Certificate of Basic GIS Training - (1 photocopy/digital copy) or Certification from the immediate supervisor /employer that the participant is using GIS in their field of work.	NAMRIA GTC or Immediate Supervisor of participants
Basic Hydrography (Module I)	General knowledge of Earth Science and Measurements	N/A
Basic Hydrography (Module II)	Basic Hydrography (Module I)- NAMRIA	NAMRIA GTC
Data Visualization	Knowledge in Microsoft Office products (Excel or MS Access)	N/A
GNSS and PageNet	Knowledge in surveying and computer operation	N/A
Unmanned Aerial Vehicle (UAV) Mapping for GIS	Certificate of Basic GIS Training or Certification from the immediate supervisor/employer that the participant is using GIS in the field of work.	NAMRIA GTC or Immediate Supervisor of participants
GIS for Executives	Participants are preferably supervisors and managerial positions.	N/A
OTHER REQUIREMENTS		
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
REQUIREMENTS FOR GOUP APPLICATIONS		
Memorandum of Agreement (MOA) – (3 original copies)		NGTC

FOR ONSITE INDIVIDUAL APPLICATION	FOR OFFSITE GROUP APPLICATION
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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, fees and MOA requirement for group applications.	None	Time will start immediately after accomplishing the GTC online pre-registration/ registration form The MOA processing time is not included.	<i>NGTC Staff</i> <i>GISD</i>
1. Submit all required documents	1. Verify all required documents	None	15 minutes	<i>NGTC Staff</i> <i>GISD</i>
2. Pay the required fee	2. Issue and record OR on ECR	See CF Table below	10 minutes	<i>Cashier</i> <i>Administrative Division</i>
1. Submit all required documents	1. Verify all requirements, particularly MOA.	None	20 minutes	<i>NGTC Staff</i> <i>GISD</i>
2. Pay the required fee after the conduct of the training	2. Issue and record OR on ECR	See MOA	10 Minutes	<i>Cashier</i> <i>Administrative Division</i>
3. For off-site payment, submit POP	3. Verify POP and issue OR	None	1 day	<i>Cashier</i> <i>Administrative Division</i>
	3.1. Record OR on ECR and send scanned OR and CS form.	None		<i>NGTC Staff</i> <i>GISD</i>
Accomplish CS form	Accept and verify CS form	None	Optional	<i>NGTC Staff</i> <i>GISD</i>
			TOTAL	
				25 minutes + 1 day for verification of POP
				30 minutes + 1 day for



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			verification of POP	

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
*Group of four female individuals may avail the plus one package for free(4 paying +1 free)		



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

The 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	Information Dissemination and Documentation Section (IDDS)/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		
Request Letter (RL) – (1 original/digital copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send RL	Assign Office of Primary Responsibility (OPR)	None	Time starts after client submits all requirements. Source: JMC 2019-001 IIR of RA11032 Rule VII Section 2.b	Administrator Office of the Administrator
	Contact client			CSS Staff GISD
Inquire about IEC activity	Discuss IEC activity specification, requirements, availability, processing time, and delivery mode			
1. Submit all required documents	1. Verify all required documents	None	20 minutes	CSS Staff GISD
2.	1.1. Route RL for approval of the conduct of IEC activity	None	15 minutes	CSS Staff GISD
	1.2. Approve RL	None	2 days	Administrator



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the Administrator
	1.3. Inform client of approval of RL	None	5 minutes	CSS Staff GISD
	1.4. Issue CS forms			
Accomplish CS form	Accept and verify CS form	None	Optional	CSS Staff GISD
TOTAL			2 days & 40 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). The 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,	None	Time will start immediately after	<i>Any Processing Units</i> All Branches



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	availability, and processing time.		verification of all attached requirements	
1. Submit authorized request	1. Receive request and select approving officer	None		<i>Receiving Personnel</i> Processing Unit
	2.1. Verify request and submitted requirements and notify client approval/disapproval of request	None	20 minutes	<i>Approving Officer</i> Processing Unit
	2.2. Determine and notify client start and end date and time of preparation or execution of request	None	10 minutes	<i>Processing Personnel</i> Processing Unit
	2.3. Notify client delivery of request	None	10 minutes	<i>Receiving Personnel</i> Processing Unit
2. Fill out Acceptance and Feedback Details on ICRMS	2. Verify acceptance and feedback on ICRMS	None	5 minutes	<i>Receiving Personnel</i> 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). The NVMS is an automated system developed internally to serve the transport needs of NAMRIA employees.

OFFICE OR DIVISION	Engineering Services Division (ESD) – Support Services 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	<i>Receiving Personnel</i> Transport
	1.1. Approve request	None	10 minutes	<i>Approving Officer</i> Processing Unit
	1.2. Print Trip Ticket	None	5 minutes	<i>Processing Personnel</i> Processing Unit
2. Fill out feedback details on the NVMS	2. Verify feedback on NVMS	None	5 minutes	<i>Receiving Personnel</i> 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	<i>Receiving Personnel</i> GICTD
	1.1. Diagnose and perform operational test	None	8 hours	<i>Technical Staff</i> GICTD
	1.2. Classify for proper disposition	None	5 minutes	<i>Section Chief</i> GICTD
2. Sign and acknowledge TIR and provide feedback	2. Verify and Sign TIR	None	5 minutes	<i>Division Chief</i> GICTD
TOTAL			8 hours & 11 minutes	



FEEDBACK AND COMPLAINT MECHANISMS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>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.</p> <p>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).</p> <p>Phone information:</p> <ul style="list-style-type: none"> ● +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 <p>Email information:</p> <ul style="list-style-type: none"> ● 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 ● csu.ssb@namria.gov.ph – CSU SSB
How feedbacks are processed	<p>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).</p> <p>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.</p>
How to file a complaint/commendation	<p>To file a commendation, comment, or suggestion, provide the details via regular mail, email, and/or google form https://forms.gle/RKC5ye9NqJGgUnP97:</p>



FEEDBACK AND COMPLAINTS MECHANISM	
	<ul style="list-style-type: none"> ● Full name and contact information of the complainant/commender ● Narrative of the complaint/commendation ● Pieces of evidence ● Name of the unit or person being complained/commended
How complaints/commendations are processed	<p>All complaints/commendations received related to client service will be processed by the Committee on Anti-Red Tape (CART) of the agency.</p> <p>The CART browses, evaluates, and determines the complaints/commendations received on a daily basis.</p> <p>For commendations, the CART shall record all commendations and acknowledge the commender, if necessary.</p> <p>For complaints, the CART shall investigate the unit or office subjected by the complaint, if necessary. After the conduct of the investigation, the CART shall submit within ten (10) working days an incident report and recommendation to address the complaint for the Administrator's appropriate action and approval.</p> <p>The CART shall inform the complainant of the action taken by the agency to address the lodged complaint.</p> <p>For follow-ups or queries, email citizenscharter@namria.gov.ph.</p>
Contact Information of PCC, CSC, ARTA, CCB	<ul style="list-style-type: none"> ● 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



OFFICE	CONTACT INFORMATION	
	DIRECT	LOCAL
Cartography Division	8884-2835	640/641/642
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



OFFICE	CONTACT INFORMATION	
	DIRECT	LOCAL
SUPPORT SERVICES BRANCH NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
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
Human Resource Development Section 458 210/21		