

Citizen's Charter No. GISMB/GISD-01





Name of Office : **Geospatial Information Services Division, Geospatial Information Systems Management Branch
National Mapping and Resource Information Authority**









Frontline Service : **Provision of Maps, Charts, Customized Products, and Services**








Schedule of Availability of Service : **Monday – Friday, 8:00 AM – 5:00 PM**








Who May Avail of the Service : **Internal and External Clients**







How to Avail of the Service : **Walk-in, Phone-in (+632 8875466), Registered Mail, and E-mail/Online (oss@namria.gov.ph)**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request desired product/service  	Receive request Check completeness of information provided in the request Check availability of request Show available data samples Customize data according to customer specification	 JEFF N. HUNT Information System Researcher I  MARLON A. MARIÑAS Information Systems Analyst II	60 minutes	Client Order Slip (Analogue)	

2	<p>Inspect the product</p> <p>Confirm purchase</p> <p>Secure Order of Payment</p> <p>Fill out Client Order Slip</p> <p>Fill out Memorandum of Agreement (MOA)-1/MOA-2</p> 	<p>Check completeness of form</p> <p>Endorse the MOA-1/MOA-2 to the Division Chief</p> 	 <p>JEFF N. HUNT Information System Researcher I</p>  <p>MARLON A. MARIÑAS Information Systems Analyst II</p>	5 minutes	Client Order Slip MOA-1/MOA-2	
		<p>Endorse MOA-1/MOA-2 to the Branch Director</p> 	 <p>MARIA ROMINA DR. PE BENITO Information Officer V</p>	2 minutes		
		<p>Review, sign and endorse the MOA-1/MOA-2 to the Administrator</p> 	 <p>JOHN SANTIAGO F. FABIC GISMB Director</p>	2 minutes		

		<p>Sign the MOA-1/ MOA-2</p> 	 <p>Usec PETER N. TIANGCO, PhD Administrator</p>	(Duration may vary depending on the availability of the Administrator)		
		<p>Receive the signed MOA-1/MOA-2 from the Office of the Administrator</p> 	 <p>JEFF N. HUNT Information System Researcher I</p>  <p>MARLON A. MARIÑAS Information Systems Analyst II</p>	2 minutes		
3	Secure Order of Payment to the Accounting Section	<p>Issue Order of Payment</p> 	 <p>JEFFERSON D. CARINGAL Account Officer II</p>		Order of Payment	

4	Present the Order of Payment to the Cashier and pay 	Process payment and issue Official Receipt (OR)	 JULIET I. VILLANUEVA Cashier		OR	Data: P300.00/Mb Printed: Matte - P1.00/inch Glossy – P2.00/inch
5	Receive OR from Cashier 	Review OR Release the product	 JEFF N. HUNT Information System Researcher I  MARLON A. MARIÑAS Information Systems Analyst II	1 minute		
6	Fill out the Client Feedback Form 	Check completeness of form Fill out the CRMS's Acceptance and Feedback Details	 JEFF N. HUNT Information System Researcher I	2 minutes	Client Order Slip	

			 <p>MARLON A. MARIÑAS Information Systems Analyst II</p>			
						
7	<p>For all returning clients: Fill out the Client Needs Assessment (CNA) survey</p> 	<p>Check completeness of form Compile documentary requirements</p> 	 <p>JEFF N. HUNT Information System Researcher I</p>  <p>MARLON A. MARIÑAS Information Systems Analyst II</p>	2 minutes	CNA	
		<p>Encode request details through Client Request Management System (CRMS)</p>				

				Total Duration: Customized Products and Services– 1 hour and 16 minutes Multiple data sources of requested data-15 working days		Note: Total time duration and fees depend on the requested area and product format (digital or hardcopy).
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