

**Citizen's Charter No. GISMB/GISD-02**



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






**Frontline Service** : **Provision of Maps, Charts and Publications**






**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 8105467), Registered Mail, and Email/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 products (maps, charts and publications) 	Receive request  Check completeness of information provided in the form  Check availability of request  Show available data samples	 <b>MARLON Y. AGUILAR</b> PDA IV	10 minutes  (7 minutes per map)		

			 <b>ANA VICTORIA A. LABOR</b> Cartographer II			
			 <b>SHEILAH MAE G. LOPEZ</b> Cartographer II			
2	Fill out Client Order Slip  	Check completeness of form  Prepare/provide desired product		2 minutes	Client Order Slip	
3	Inspect the product before paying for the product  	Process payment and issue Official Receipt (OR)	 <b>DANTE A. ROSETTE, JR.</b> Information Systems Analyst II	5 minutes	OR	<b>Topographic Maps:</b> 1:250,000 – P120.00 1:50,000 – P120.00 1:10,000 – P120.00 Admin Map – P200.00 <b>Nautical Charts:</b> Chart (BW) – P450.00 Chart (C) – P600.00 <b>Publications:</b> Tide and Current – P480.00 Bajo de Masinloc – P1,200.00

4	Fill out the Client Feedback Form 	Check completeness of form	 <b>JULIETA C. PALUSTRE</b> Media Production Specialist I	2 minutes	Client Feedback Form	
5	For all returning clients: Fill out the Client Needs Assessment (CNA) survey 	Check completeness of form Compile and submit required documents to CSU 	 <b>RINA GRACE G. GERSALIA</b> Information Systems Researcher II	2 minutes	CNA	
		Encode request details through Client Request Management System (CRMS)				
				<b>Total Duration:          Maps and Charts –          21 minutes</b>		<b>Note: Total fees depends on the requested area and product format</b>