

**Citizen's Charter No. GISMB/GISD-03**





**Name of Office** : **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 and services (maps, charts and publications)  	Receive request  Check completeness of information provided in the form  Check availability of request  Show available data samples	 <b>ESMERALDO R. BRIONES</b> Project Development Assistant I	10 minutes  (7 minutes per map)		
2	Fill out Client Order Slip  	Check completeness of form  Prepare/provide desired product	 <b>ROMEO B. BRIZUELA</b> Project Development Assistant II	2 minutes	Client Order Slip	

3	Inspect the product before paying for the product 	Process payment and issue Official Receipt (OR)	 <b>MARILOU B. CINCO</b> SN III	5 minutes	Official Receipt	<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>DHENA L. QUIROS</b> Project Development Assistant II	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 documentary requirements to CSU 	 <b>MARILOU B. CINCO</b> SN III	2 minutes	CNA	
		Encode request details through Client Request Management System (CRMS)				

				<p><b>Total Duration:</b></p> <p><b>21 minutes</b></p>	<p><b>Total Fees:</b></p> <p><b>Topographic Maps:</b>  1:250,000 – P120.00  1:50,000 – P120.00  1:10,000 – P120.00  Admin Map – P200.00</p> <p><b>Nautical Charts:</b>  Chart (BW) – P450.00  Chart (C) – P600.00</p> <p><b>Publications:</b>  Tide and Current – P480.00  Bajo de Masinloc – P1,200.00</p>
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