























Citizen's Charter No. HB/OD-01






- Name of Office** : **Office of the Director (Director and Asst. Directors), Hydrography Branch (HB)
National Mapping and Resource Information Authority**
- Frontline Service** : **Processing of Documents for the Provision of HB Data**
- Schedule of Availability of Service** : **Monday – Friday, 8:00 AM – 5:00 PM**
- Who May Avail of the Service** : **External Clients**
- How to Avail of the Service** : **Walk-in, Phone-in (632-2422955), Registered Mail, E-mail (oss@namria.gov.ph), and Facsimile (632-2422090)**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION* [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Forward document/s received from the Office of the Administrator 	Record and forward the document/s 	 MARIA ANGIELYN T. MORALES Seaman Third Class	10 minutes	Routing Slip	None
		Review and endorse the document/s to the Information and Client Service Unit (ICSU) for appropriate action 	 COMMO. JACINTO M. CABLAYAN Director	5 minutes		

		<p>Review and endorse the document/s to the concerned division for appropriate action</p> 	 <p>LTSG. AARON ANDRO V. CHING Focal Person, ICSU</p>	<p>10 minutes</p>		
		<p>Prepare the requested data and the letter/memo-reply for the provision of HB data</p> 	 <p>CAPT. SHEILON T. CADAOS Chief, Survey Support Division (SSD)</p>  <p>CAPT. ROSALINO C. DELO REYES Chief, Maritime Affairs Division (MAD)</p>  <p>ENGR. TITA P. CRUZ Chief, Nautical Charting Division (NCD)</p>	<p>Simple: 1-3 days)</p> <p>Complex: 4-8 days</p>		

			 <p>DENNIS B. BRINGAS Chief, Physical Oceanography Division (POD)</p>			
		<p>Prepare Memorandum of Agreement (MOA) and consolidate the requested data</p> 	 <p>LTSG. AARON ANDRO V. CHING Focal Person, ICSU</p>	1-3 days		
		<p>Review and endorse letter/memo-reply</p> 	 <p>COMMO. JACINTO M. CABLAYAN Director</p>	10 minutes		

			 <p>CAPT. HERBERT L. CATAPANG Assistant Director for Operations</p>  <p>CAPT. ROSALINO C. DELOS REYES Assistant Director for Administration</p>			
		<p>Review and endorse the letter/memo-reply for the Administrator's approval</p> 	 <p>JOSE C. CABANAYAN JR. Deputy Administrator for HB</p>	3 minutes		
		<p>Approve letter/memo-reply</p> 	 <p>Usec. PETER N. TIANGCO, PhD Administrator</p>	3 minutes		

		Photocopy/scan for filing and forward the QR-coded letter/memo-reply to ICSU for releasing 	 MARIA ANGIELYN T. MORALES Seaman Third Class	10 minutes		
		Release the letter/memo-reply and the requested data to the client 	 LTSG. AARON ANDRO V. CHING Focal Person, ICSU			
2	Receive the data, sign the MOA, and fill out the Client Acceptance portion of the Client Request Form and the Client Needs Assessment Form for returning clients				Client Request Form Client Needs Assessment Form	
				Total Duration: Simple: 1-3 working days and 51 minutes Complex: 4-8 working days and 51 minutes		

*Depends on the data required/requested; Excludes travel time from San Nicolas, Manila to Fort Bonifacio, Taguig and vice-versa