

Citizen's Charter No. HB/POD-01








Name of Office : Physical Oceanography Division, Hydrography Branch
 National Mapping and Resource Information Authority









Frontline Service : Issuance of Certification of Tide Gauge Benchmarks


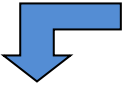
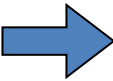
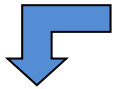

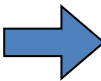
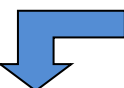

Schedule of Availability of Service : Monday – Friday, 8:00 AM – 5:00 PM

Who May Avail of the Service : External and Internal Clients

How to Avail of the Service : Walk-in, Phone in (632-242-20-93), E-mail (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 for Certificate Oceanographic Information with attached document requirements. 	Prepare Client Request Form to be given to the client	 MAITE G. BARUELO Receiving Clerk	5 minutes	Request Letter Client Order Slip Client Request Form	
2	Fill out Client Request Form and submit to the Receiving Clerk 	Receive the filled-out Client Request Form from the client 	 MAITE G. BARUELO Receiving Clerk	2 minutes		
		Review request letter and documents Prepare Certificate MOA, and the request data. 	 ARMANDO B. AMOLO Oceanographer II	30 minutes		

	<p>Review the Certificate, MOA and the requested tidal benchmark</p> 	 <p>RAUL S. CAPISTRANO Engineer III</p>	15 minutes		
	<p>Endorsed the Certificate and MOA to the Director</p> 	 <p>DENNIS B. BRINGAS Chief, Physical Oceanography Division</p>	1 minute		
	<p>Sign the Certificate and MOA</p> 	 <p>COMMO JACINTO M. CABLAYAN Director, Hydrography Branch</p>	3 minutes		
	<p>Inform the client of the availability of the Certification</p> 	 <p>MAITE G. BARUELO Receiving Clerk</p>	1 minute		

		Return Client Request Form to client.	 <p>ARMANDO B. AMOLO Oceanographer II</p>	1 minute		
						
3	<p>Pay fee to the Map Sales Office</p>  	<p>Prepare Order of Payment</p> <p>Process payment and provide official receipt to the client</p>	 <p>SN3 MARILOU B CINCO Seaman, 3rd Class</p>		Official Receipt Client Request Form	Php 360.00
4	<p>Submit Official Receipt</p>  	<p>Retain a copy of the Certificate and Official Receipt</p> <p>Release the Certificate and Official Receipt to the Client</p>	 <p>MAITE G. BARUELO Receiving Clerk</p>	10 minute	Official Receipt	
5	<p>Sign MOA, Client Feedback and Client Needs Assessment Form</p> <p>Receive Certificate of Tidal Benchmark and Official Receipt</p> <p>Encode Client Request Form details into Client Request Management System</p>	<p>Compile documentary requirements</p> <p>Submit copy to Branch ICSU</p>			MOA, Client Feedback Form and Client Needs Assessment	

				Total Duration: 1 hour and 8 minutes		Total Fees: Php 360.00
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