

Citizen's Charter No. HB/SSD-01



Name of Office : Survey Support Division, Hydrography Branch
 National Mapping and Resource Information Authority








Frontline Service : Provision of Bathymetric Data



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 : External: Walk in, E-Mail (oss@namria.gov.ph)
 Internal: Walk in, Phone in (632-241-3494 to 96 local 112)

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 → Fill up and submit accomplished form (COS and CRF) ↓	Accept request Check completeness of information provided in the form Check availability of data Show available data samples	 ANGELICA B. PRADO Ensign	5 minutes	Client Order Slip Client Request Form	
2	Inspect the product → Confirm the purchase	Prepare and package product ↓	 ROMEL M. CORREA Lieutenant Senior Grade	For simple data request 1 hour (Duration varies on the data coverage)	Prepare Memorandum of Agreement	Php10,000 per smooth sheet

		<p>Contact Client to pay and receive requested data</p> 	 <p>ANGELICA B. PRADO Ensign</p>	5 minutes		
3	<p>Proceed to Map Sales Office to Secure order of payment control number and pay for the product</p>  	<p>Prepare order of payment</p> <p>Issue Official Receipt</p>	 <p>MARILOU B. CINCO Seaman, 3rd Class</p>		<p>Order of Payment Form</p> <p>Official Receipt</p>	
4	<p>Sign Memorandum of Agreement</p> <p>Submit copy of Official Receipt</p> <p>Receive and Inspect Bathymetric data</p> 	<p>Provide requested Bathymetric data</p> <p>Compile documentary requirements and submit to Branch ICSU</p>	 <p>ROMEL M. CORREA Lieutenant Senior Grade</p>	10 minutes	Official Receipt	

5	<p>Fill out the Client Acceptance of the Client Request form </p> <p>For returning clients, fill out the Client Needs Assessment Form</p> <p>Encode Client Request Form details into Client Request Management System</p>	<p>Check completeness of form, compile documents and submit copy to Branch ICSU</p>	 <p>ANGELICA B. PRADO Ensign</p>	<p>5 minutes</p>	<p>Client Request Form</p> <p>Client Needs Assessment form</p>	
				<p>Total Duration:</p> <p>1 Hour and 25 minutes for simple data request</p>		<p>Total Fee/s:</p> <p>Php10,000 per smooth sheet</p>