

Citizen's Charter No. GISMB/GISD-01




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









Frontline Service : **Provision of Maps, Charts, Customized Products, and Services**








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, Mail**

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/service Fill out and submit accomplished forms 	Accept request Check completeness of information provided in the form Check availability of request Show available data samples Customize data according to customer specification	 JEFF N. HUNT Information System Researcher I  MARLON A. MARIÑAS Information Systems Analyst II	60 minutes	Client Order Slip (Analogue) Client Request Form (digital and customized products)	

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
2	Inspect the product Confirm purchase Secure Order of Payment Fill out Client Order Slip Fill out Memorandum of Agreement (MOA)-1/MOA-2 	Check completeness of form Endorse the MOA-1/MOA-2 to the Division Chief 	 JEFF N. HUNT Information System Researcher I  MARLON A. MARIÑAS Information Systems Analyst II	5 minutes	Client Order Slip MOA-1/MOA-2	
		Endorse MOA-1/MOA-2 to the Branch Director 	 MARIA ROMINA DR. PE BENITO Information Officer V	2 minutes		
		Review, sign and endorse the MOA-1/MOA-2 to the Administrator 	 JOHN SANTIAGO F. FABIC GISMB Director	2 minutes		

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		Sign the MOA-1/ MOA-2 	 DR. PETER N. TIANGCO, CESO I Administrator	2 minutes (Duration may vary depending on the availability of the Administrator)		
		Receive the signed MOA-1/MOA-2 from the Office of the Administrator Issue Order of Payment	 JEFF N. HUNT Information System Researcher I  MARLON A. MARIÑAS Information Systems Analyst II	2 minutes		
3	Bring the Order of Payment to the Accounting Section 	Sign Order of Payment	 JEFFERSON D. CARINGAL Account Officer II	1 minute	Order of Payment	

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4	Present the Order of Payment to the Cashier and pay 	Process payment and issue OR	 JULIET I. VILLANUEVA Cashier	3 minutes	Official Receipt (OR)	Data: P300.00/Mb Printed: Matte - P1.00/inch Glossy – P2.00/inch
5	Receive OR from Cashier 	Inspect OR Release the product	 JEFF N. HUNT Information System Researcher I  MARLON A. MARIÑAS Information Systems Analyst II	1 minute		
6	Fill out CRF's delivery details and Client Feedback Form 	Check completeness of form	 JEFF N. HUNT Information System Researcher I	2 minutes	Client Request Form	

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
			 MARLON A. MARIÑAS Information Systems Analyst II			
7	For all returning clients: Fill out the Client Needs Assessment (CNA) survey 	Check completeness of form Compile documentary requirements	 JEFF N. HUNT Information System Researcher I  MARLON A. MARIÑAS Information Systems Analyst II	2 minutes	CNA	
				Total Duration: Customized Products and Services– 1 hour and 22 minutes		