

**Citizen's Charter No. HB/OD-01**






**Name of Office** : **Office of the Director, 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** : **Phone-in, Walk-In, Mail, and Facsimile**

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 	 <b>MARIA ANGIELYN T. MORALES</b> 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 	 <b>COMMO. JACINTO M. CABLAYAN</b> Director	5 minutes		

		<p>Review and endorse the document/s to the concerned division for appropriate action</p> 	 <p><b>LTSG. AARON ANDRO V. CHING</b> 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><b>CDR. SHEILON T. CADAOAS</b> Chief, Survey Support Division (SSD)</p>  <p><b>CDR. ROSALINO C. DELOS REYES</b> Chief, Maritime Affairs Division (MAD)</p>  <p><b>ENGR. TITA P. CRUZ</b> Chief, Nautical Charting Division (NCD)</p>	<p>Simple: 1-3 days)</p> <p>Complex: 4-8 days</p>		

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

			 <p><b>CAPT. HERBERT L. CATAPANG</b> Assistant Director for Operations</p>  <p><b>CAPT. AMANTE R. CALUYA JR.</b> Assistant Director for Administration</p>			
		<p>Review and endorse the letter/memo-reply for the Administrator's approval</p> 	 <p><b>JOSE C. CABANAYAN JR.</b> Deputy Administrator for HB</p>	3 minutes		
		<p>Approve letter/memo-reply</p> 	 <p><b>DR. PETER N. TIANGCO, CESO I</b> Administrator</p>	3 minutes		

		<p>Photocopy/scan for filing and forward the QR-coded letter/memo-reply to ICSU for releasing</p> 	 <p><b>MARIA ANGIELYN T. MORALES</b> Seaman Third Class</p>	10 minutes		
		<p>Release the letter/memo-reply and the requested data to the client</p> 	 <p><b>LTSG. AARON ANDRO V. CHING</b> Focal Person, ICSU</p>			
2	<p>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</p>				<p>Client Request Form Client Needs Assessment Form</p>	
				<p><b>Total Duration:</b> Simple: 1-3 days and 51 minutes Complex: 4-8 days and 51 minutes</p>		

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