

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


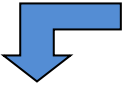
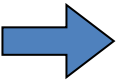
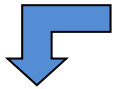

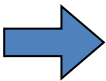
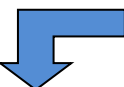

Schedule of Availability of Service : Monday – Friday, 8:00 AM – 5:00 PM

Who May Avail of the Service : External and Internal Clients

How to Avail of the Service : Walk-in, Registered Mail or E-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 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 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 | | |

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|--|--|---|------------|--|--|
| | <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 | | |

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|---|---|---|--|--|---|---|------------|
| | | Return Client Request Form to client. |  ARMANDO B. AMOLO Oceanographer II | 1 minute | | | |
| 3 | Pay fee to the Map Sales Office |    | Prepare Order of Payment Process payment and provide official receipt to the client |  SN3 MARILOU B CINCO OIC, HB Map Sales | 4 minutes | Official Receipt Client Request Form | Php 360.00 |
| 4 | Submit Official Receipt |   | Retain a copy of the Certificate and Official Receipt Release the Certificate and Official Receipt to the Client |  MAITE G. BARUELO Receiving Clerk | 10 minute | Official Receipt | |
| 5 | Sign MOA, Client Feedback and Client Needs Assessment Form Receive Certificate of Tidal Benchmark and Official Receipt | Compile documentary requirements Submit copy to Branch ICSU | | Total Duration: 1 hour and 12 minutes | MOA, Client Feedback Form and Client Needs Assessment | | |