

Citizen's Charter No. MGB/GD-01







Name of Office : **Geodesy Division, Mapping and Geodesy Branch
National Mapping and Resource Information Authority**











Frontline Service : **Issuance of Certification of Geodetic Control Points (GCPs)**






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, Online Request**

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 	Find the availability of the GCP through the GCP Database	 JOANA MARIE D. PANES Proj. Development Asst. I GNIS Staff	10 to 15 minutes	1. Place of Interest (POI) 2. Name of GCP Needed	
2	Fill-out the Client Request Form (CRF), Client Order Slip (COS) and Order of Payment Form (OP) 	Prepare the Client Request Form (CRF), Client Order Slip (COS) and Order of Payment Form to be given to the Client		 MARA ANNALYN S. ODTOHAN Proj. Development Asst. I GNIS Staff		
		Receive and check the forms	1 minute			
3	Receive the accomplished Client Request Form (CRF), Client Order Slip (COS) and Order of Payment Form 	Write the billing amount to the Order of Payment form and return same with the Client Request Form (CRF)	0.5 minutes		1. Client Request Form 2. Client Order slip 3. Order of Payment	

4	Proceed to Accounting Office (located at 2 nd Floor NAMRIA Main Building) and submit the accomplished Client Request Form (CRF), Client Order Slip (COS) and Order of Payment form	Receive the Client Request Form (CRF) and Order of Payment form 	 JEFFERSON D. CARINGAL Account Officer II	1 minute	1. Client Request Form 2. Client Order slip 3. Order of Payment	
		1. Check the forms. 2. Sign the Order of Payment. 3. Return the forms to the Client.				
5	Receive the signed Client Request Form (CRF), Client Order Slip (COS) and Order of Payment form 					
6	Pay to Cashier's Office and submit your payment, the accomplished Client Request Form (CRF), Client Order slip (COS) and order of payment form	Receive the payment, client order slip and order of payment form 	 JULIET I. VILLANUEVA Cashier	3 minutes	1. Client Request Form 2. Client Order slip 3. Order of Payment	P360.00 per GCP
		Issue Official Receipt and return Client Order slip (COS).				
7	Receive the Official Receipt and Client Request Form (CRF) and Client Order slip (COS).					
8	Proceed to Geodesy Division Office and submit the Official Receipt and Client Request Form (CRF) and Client Order slip (COS). 	Receive the Official Receipt and Client Request Form (CRF) and Client Order slip (COS). 	 JOANA MARIE D. PANES GNIS Staff Proj. Development Asst. I	0.5 minutes	1. Client Request Form 2. Client Order Slip 2. Official Receipt	

		Prepare the GCP Certification and input the Official Receipt number 		2 minutes		
		Sign the GCP Certification	 RUEL DM. BELEN, MNSA Director, MGB	1 minute	1. GCP Certification 2. Official Receipt	
		Give the signed GCP Certification together with the Official Receipt and give the Client Needs Assessment Form, Memorandum of Agreement (MOA)		1 minute		1. Client Needs Assessment 2. MOA
9	Receive the signed GCP certification and Official Receipt; and fill -out the Client Needs Assessment Form, and Memorandum of Agreement (MOA) 	Compile the Client Needs Assessment Form, and Memorandum of Agreement (MOA) Ask for valid client's ID Submit copy of documentary requirements to Branch ICSU	JOANA MARIE D. PANES Proj. Development Asst. I GNIS Staff			
				Total Duration: 23-28 minutes		