



NATIONAL MAPPING AND RESOURCE INFORMATION AUTHORITY



CITIZEN'S CHARTER

**Produced by
NAMRIA CITIZEN'S CHARTER TEAM
in coordination with
Geospatial Information Services Division
and the NAMRIA Branches**

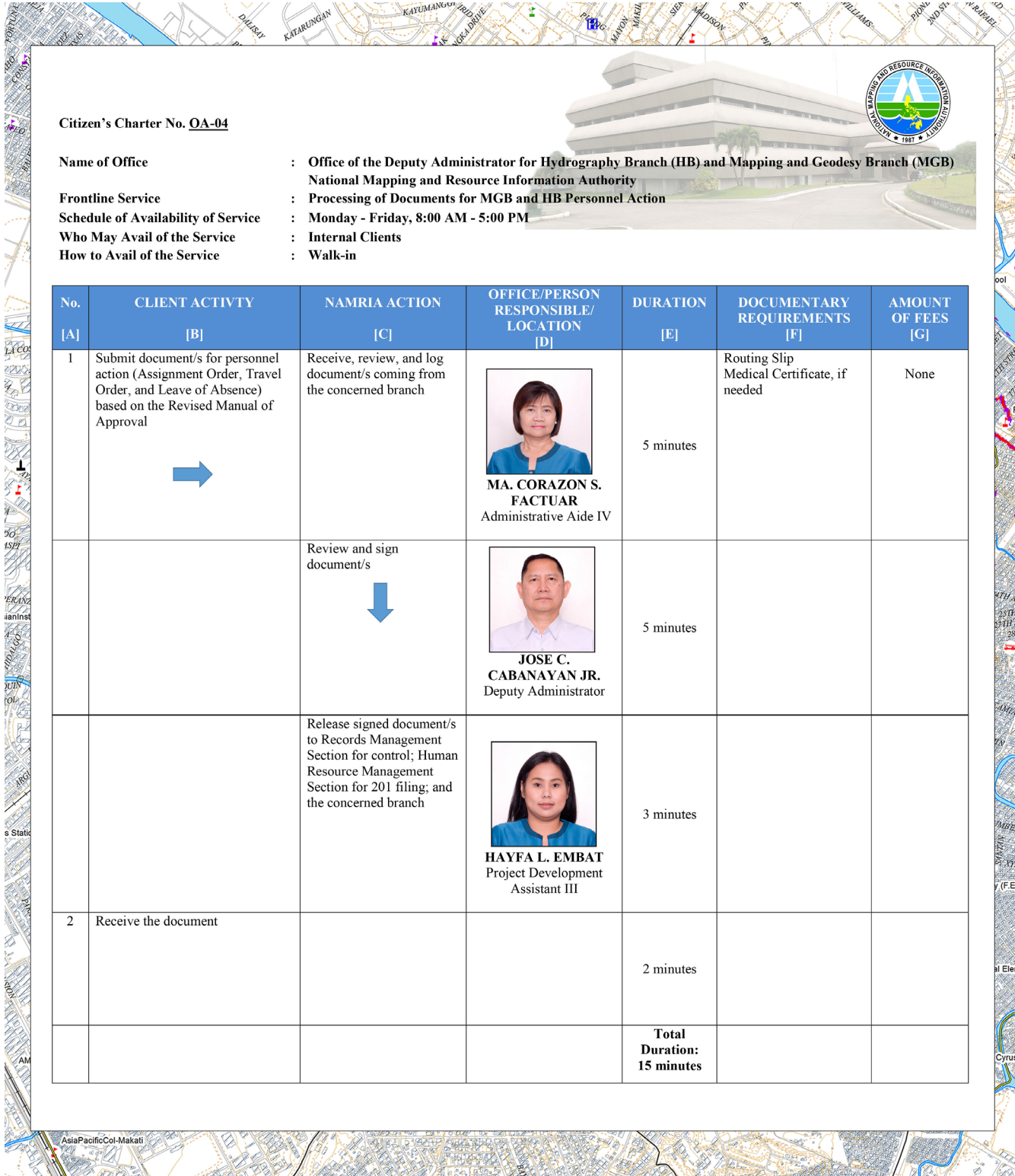
July 2018


www.namria.gov.ph

NAMRIA Citizen's Charter

The NAMRIA Citizen's Charter describes the standards on the key services of the agency for the provision of geospatial information and operations support products and services. It details the step-by-step procedure for the frontline services; the employee responsible for each step; the time needed to complete the procedure; the amount of applicable fees; the required documents to be presented by the applicant or requesting party; and the procedure for filing complaints.

The NAMRIA Citizen's Charter is implemented pursuant to Republic Act Number (No.) 11032 (An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose RA 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and for Other Purposes) and DENR Memorandum Circular No. 2015-04 (Mechanism of Service Excellence through Continuous Systems Innovation Monitoring and Evaluation (SECSIME)). The NAMRIA Citizen's Charter/SECSIME Team spearheads the implementation of the abovementioned policies and other relevant issuances.





Citizen's Charter No. OA-04

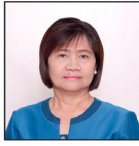


Name of Office : Office of the Deputy Administrator for Hydrography Branch (HB) and Mapping and Geodesy Branch (MGB)
National Mapping and Resource Information Authority

Frontline Service : Processing of Documents for MGB and HB Personnel Action

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

Who May Avail of the Service : Internal Clients

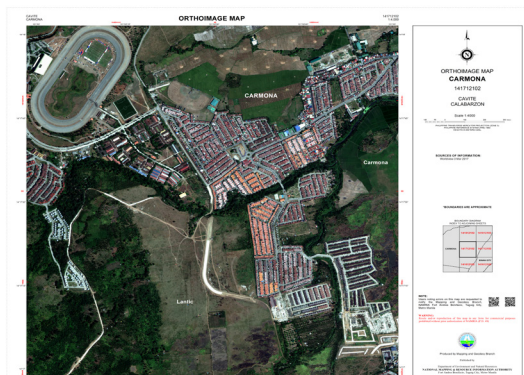
How to Avail of the Service : Walk-in

No. [A]	CLIENT ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Submit document/s for personnel action (Assignment Order, Travel Order, and Leave of Absence) based on the Revised Manual of Approval <div style="text-align: center;">➔</div>	Receive, review, and log document/s coming from the concerned branch	 MA. CORAZON S. FACTUAR Administrative Aide IV	5 minutes	Routing Slip Medical Certificate, if needed	None
		Review and sign document/s <div style="text-align: center;">⬇</div>	 JOSE C. CABANAYAN JR. Deputy Administrator	5 minutes		
		Release signed document/s to Records Management Section for control; Human Resource Management Section for 201 filing; and the concerned branch	 HAYFA L. EMBAT Project Development Assistant III	3 minutes		
2	Receive the document			2 minutes		
				Total Duration: 15 minutes		

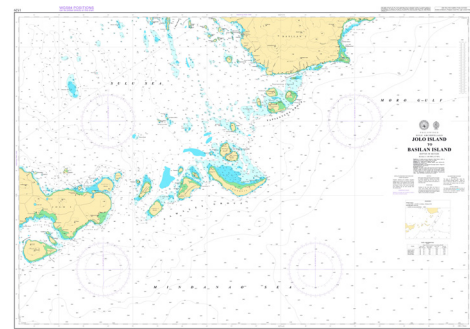
NAMRIA Profile

NAMRIA is the government's central mapping agency. The agency contributes to the nation's social, economic, and environmental goals using state-of-the-art technology to produce maps, charts, and other geospatial information products and services. These products and services are essential tools for planning, decision making, operations, and governance.

The agency vision is "NAMRIA is a center of excellence, building a geospatially-empowered Philippines". NAMRIA's mission is to provide quality topographic maps, nautical charts, and other geospatial products and services in a timely and coordinated manner.



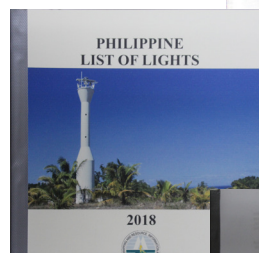
Topographic Maps



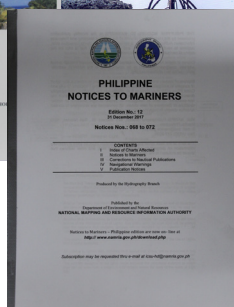
Nautical Charts



Publications



Hydrographic Surveys



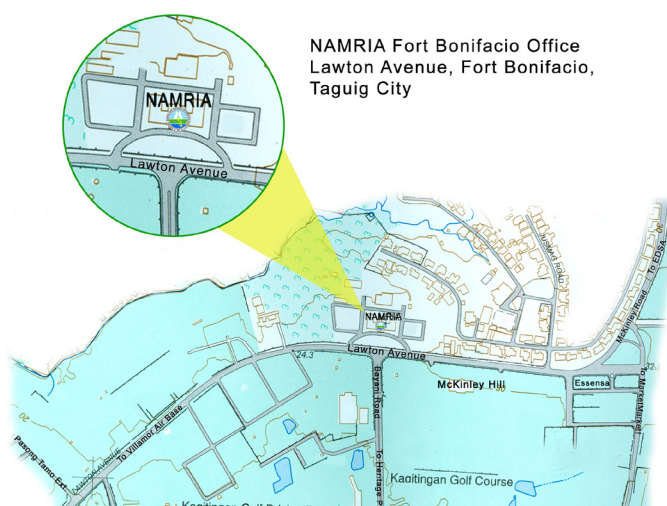
GIS Trainings

NAMRIA produces topographic maps at standard scales (1:250,000.00; 1:50,000; 1:10,000; and larger) and nautical charts at various scales. It also produces thematic maps (e.g., land cover, land classification, administrative maps, and orthoimages) and customized maps (e.g., thematic maps requiring detailed research, relief maps, and custom-scale composite and subset maps). The agency's products and services are posted on the NAMRIA website www.namria.gov.ph and the Philippine Geoportal website www.geoportal.gov.ph. They are also listed in the NAMRIA Products and Services Catalogue, index maps, and memorandum circulars.

The agency's main office is located in Fort Andres Bonifacio, Taguig City. The main office houses the agency's Mapping and Geodesy Branch, Resource Data Analysis Branch, Geospatial Information System Management Branch, and Support Services Branch. NAMRIA also has an office in San Nicolas, Manila where the Hydrography Branch is located. The branch manages the agency's Magnetism Observatory in Muntinlupa and four multidisciplinary survey vessels namely, BRPH PRESBITERO, BRPH VENTURA, BRPH HIZON, and BRPH PALMA. The survey vessels are berthed in Subic, Zambales.

LOCATION MAP

LOCATION MAP



Frontline Services Offered

NAMRIA's core functions are geodetic reference system development; topographic mapping; hydrography, physical oceanography, and nautical charting; maritime zones and boundaries mapping; and environment and natural resources mapping.

The agency offers 54 frontline services for both the internal and external clients of NAMRIA.

Office of the Administrator

CITIZEN'S CHARTER NUMBER	FRONTLINE SERVICE
OA-01	Processing of Documents for the Provision of NAMRIA Data/Information
OA-02	Review of Legal Documents
OA-03	Processing of Documents for GISMB and RDAB Personnel Action
OA-04	Processing of Documents for MGB and HB Personnel Action

Mapping and Geodesy Branch

CITIZEN'S CHARTER NUMBER	FRONTLINE SERVICE
MGB/OD-01	Processing of Document for the Provision of MGB Data
MGB/GD-01	Issuance of Certification of Geodetic Control Points (GCPs)
MGB/PD-01	Provision of Large-Scale Topographic Base Maps, IfSAR and LiDAR Data, Orthoimage, Orthophoto, and Aerial Photographs
MGB/CD-01	Provision of Topographic and Administrative Maps (Digital and Hard Copies)
MGB/CD-02	Issuance of Certification and Map Evaluation
MGB/RPD-01	Provision of Printed Maps and Charts

Hydrography Branch

CITIZEN'S CHARTER NUMBER	FRONTLINE SERVICE
HB/OD-01	Processing of Documents for the Provision of HB Data
HB/SSD-01	Provision of Bathymetric Data
HB/POD-01	Issuance of Certification of Tide Gauge Benchmarks
HB/POD-02	Issuance of Certification of Oceanographic Information
HB/MAD-01	Issuance of Certificate of Exploration Permit
HB/MAD-02	Issuance of Municipal Water Boundary Technical Description
HB/MAD-03	Issuance of Certificate of Nautical Distance
HB/NCD-01	Provision of Digital and Print-on-Demand (POD) Nautical Charts

Geospatial Information System Management Branch

CITIZEN'S CHARTER NUMBER	FRONTLINE SERVICE
GISMB/OD-01	Review, Approval, and Endorsement of Documents
GISMB/GSDD-01	Development of Information System
GISMB/GSDD-02	Provision of Web Publishing Services
GISMB/GDMD-01	Development of Database System and Provision of Philippine Geoportal (PG)-Related Geospatial Services
GISMB/GICTD-01	Provision of ICT Support Services
GISMB/GISD-01	Provision of Digital Maps and Customized Products and Services
GISMB/GISD-02	Provision of Maps, Charts, and Publications
GISMB/GISD-03	Provision of Maps, Charts, and Publications
GISMB/GISD-04	Provision of Media Production and Packaging Services (Document Editing Service; Graphic Arts Services [Photo Editing and Design of Poster and Tarpaulin]; Photo, Video, and NAMRIA <i>Newscoop</i> Documentation of an Event; Preparation of Photo and Video Copies; and Speech/Message Writing)
GISMB/GISD-05	Conduct of Client-Requested Information, Education, and Communication (IEC) Activities (i.e., External and Internal Map and Technology Exhibits, IEC Campaign, and Tour of Facilities)

Resource Data Analysis Branch

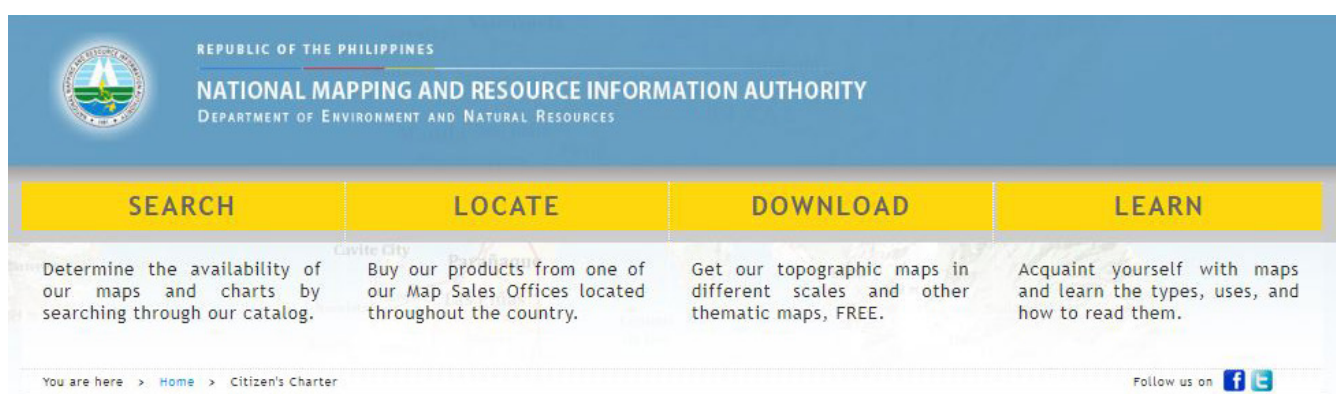
CITIZEN'S CHARTER NUMBER	FRONTLINE SERVICE
RDAB/OD-01	Processing of Documents for the Provision of RDAB Data
RDAB/LCD-01	Provision of Land Classification (LC) Maps and Issuance of Certification
RDAB/LRDAD-01	Provision of Land Cover Data
RDAB/PCRD-01	Provision of Coastal Resource Map (CRM), Vulnerability/Inundation Map (VM/IM) and Slope Map with/without Certification
RDAB/GID-01	Provision of Thematic Data (Multiple)

Support Services Branch

CITIZEN'S CHARTER NUMBER	FRONTLINE SERVICE
OD-01	Processing of Documents
PPD-01	Provision of Printed/Digital Copy of Policies, Guidelines, and Project-Related Documents
AD-01	Issuance of Certifications and Service Record
AD-02	Issuance of Certified True Copy of Records
AD-03	Issuance of Certification of Leave Credits
AD-04	Processing of Scholarship
AD-05	Processing of Documents for On-the-Job Training (OJT)
AD-06	Issuance of Bidding Documents
AD-07	Issuance of Copy of Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS)
AD-08	Turn-in of Property, Plant, and Equipment
AD-09	Issuance of Canvass Proposal Slip
AD-10	Issuance of Official Receipt (OR)
AD-11	Provision of Library Services
FMD-01	Issuance of Certifications of PhilHealth Contributions and Income Tax Return (ITR-BIR Form#2316)
FMD-02	Fund Allotment for Disbursement Vouchers (DVs)
FMD-03	Processing of Pre-Audit of Travel Documents
FMD-04	Processing of Order of Payment
ESD-01	Minor Repair of Vehicles
ESD-02	Provision of Vehicle Services
ESD-03	Repair of Instrumentation and Communication Equipment
ESD-04	Repair of Facilities and Equipment

The top frontline services are the following: (1) Provision of Maps, Charts, and Publications; (2) Issuance of Certification of Geodetic Control Points; (3) Provision of Topographic and Administrative Maps [Digital and Hard Copies]; (4) Provision of Large-Scale Topographic Base Maps, IfSAR and LiDAR Airborne Data, Orthoimage, Orthophoto, and Aerial Photographs; (5) Provision of Land Classification Maps; (6) Provision of Thematic Data [Land Cover, Coastal Resource Map, and Slope Map]; and (7) Provision of Digital and Print-on-Demand Nautical Charts.

The Citizen's Charter is positioned at the main entrance of the Fort Bonifacio and San Nicolas offices and at the most conspicuous place of all the service offices. The service standards are posted as information billboards at the entrance of each division/office and can be publicly accessed at the NAMRIA Citizen's Charter site <http://www.namria.gov.ph/CitizensCharter.aspx>.



CITIZEN'S CHARTER

Refers to an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that they may expect for that service.

PURPOSE OF CITIZEN'S CHARTER:

To promote transparency in NAMRIA with regard to the manner of transacting with the public through the simplification of frontline service procedures, formulation of service standards for every transaction, and making these known to the customer.

Download [Citizen's Charter Manual](#).

Purpose of Citizens Charter

NAMRIA Mandate

Vision

Mision

Frontline Service Process Flow

Procedure For Filing of Complaints

Screen grab of NAMRIA Citizen's Charter site

Reengineering of Systems and Procedures

NAMRIA regularly undertakes self-assessment, evaluation and improvement of transaction systems, and reporting of enhancements in its existing Citizen's Charter. The agency is implementing a quality management system (QMS) using ISO 9001:2015 standard. The QMS serves as the agency's framework and guide in improving its overall performance and provide a sound basis for better satisfying the needs and expectations of its clients, stakeholders, and relevant interested parties.

The NAMRIA QMS aims to (1) consistently provide products and services that meet client and applicable statutory and regulatory requirements, (2) address risks and opportunities associated with its context and objectives; (3) maintain focus on client and stakeholder satisfaction, and (4) facilitate opportunities to enhance client satisfaction.



NAMRIA QMS activities

The QMS established a NAMRIA Quality Policy which states that “We at NAMRIA are committed to our clients’ utmost satisfaction by providing quality geospatial information and services. We will uphold professional and ethical standards; ensure efficient utilization of resources; empower ourselves to continually improve the quality management system; and respond to the needs of changing times through world-class technology.”

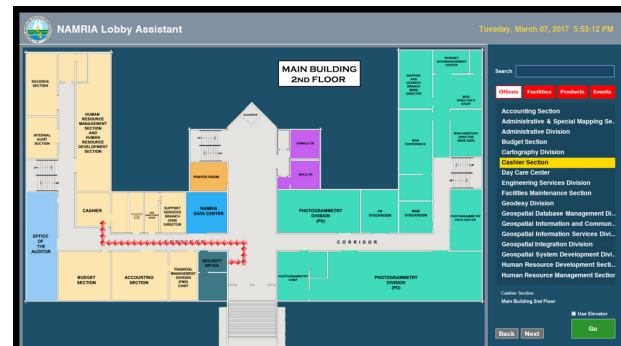
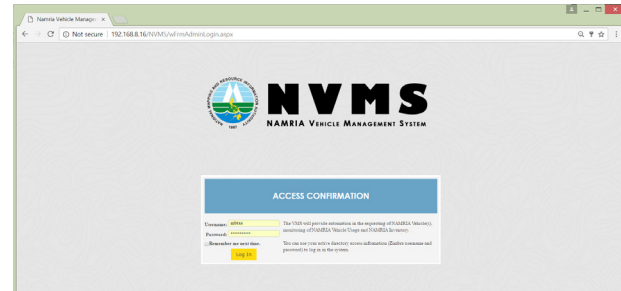
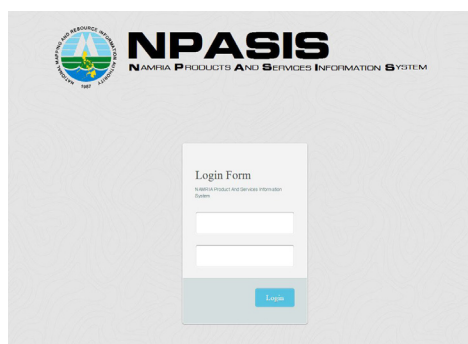
The three-pronged quality objectives emanating from the quality policy are to ensure the availability, accessibility, and timely provision of quality geospatial information and services; to establish and sustain a QMS to improve the delivery of products and services; and to enhance the competencies of employees, ensure efficient utilization of resources, and improve facilities and systems. The quality objectives embody the components of excellent public service and client satisfaction, which are service quality, physical working conditions, and personal disposition of frontline service personnel.

A Quality Manual (QM) describes the quality policy and objectives, resource management, and the structure and interactions of the NAMRIA QMS and delineates the authorities, interrelationships, and responsibilities of the personnel who are performing within the system. It also provides procedures and references for all the activities comprising the QMS for business process, quality control, improvement, and compliance to the ISO 9001:2015 QMS standard. These procedures are detailed in the Quality Management and Operations Manual (QMOM).

Moreover, the QM describes the operations of NAMRIA and the mechanisms to ensure the determination of client needs, quality design and development of products and services, validation of processes for map production and provision of mapping services, maintenance and preservation of client and external provider's properties, delivery and post-delivery of products and services through controlled conditions, and controls and corrective actions for dealing with nonconforming outputs.

The agency also implements a Privacy Management Program to promote personal data privacy and protect personal information within the agency's responsibility. Client and external provider's properties also include personal data. NAMRIA's personal data protection and privacy measures are outlined in the NAMRIA Privacy Manual, which serves as a guide to all stakeholders and clients in the exercise of their rights under the Data Privacy Act of 2012.

NAMRIA has also developed and implemented information systems such as the Client Request Management System (CRMS), NAMRIA Lobby Assistant (NLA), Geodetic Network Information System, Tide Gauge Benchmark Databasing System, Clearance Certificate System for AO#16, NAMRIA Products and Services Information System (NPASIS), and NAMRIA Vehicle Management System (NVMS).



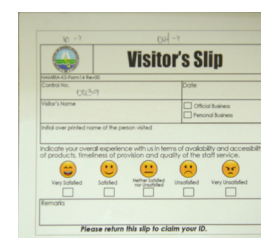
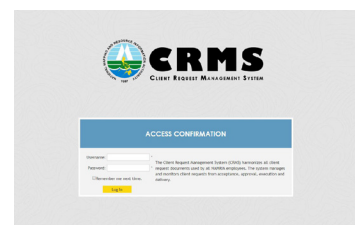
(From bottom left to topmost right) Screen grab of NPASIS, NVMS, NLA, and CRMS

The CRMS is an online system that harmonizes all client request documents used by the agency's employees as well as manages and monitors client requests from acceptance to delivery. It is used for transactions within the agency to address the request of external clients. The NLA system features the Wayfinder which assists NAMRIA visitors in navigating the agency's premises; the Visitor Log, which captures the visit details and overall after-visit experience; and the Directory Assistance, which provides the official contact numbers of NAMRIA offices, facilities, and employees.

Accessing NAMRIA Services

The Knowledge Services QMOM defines the manner in which NAMRIA's geospatial information and operations support products and services are requested by clients. The process covers activities from receiving the request to its processing and finally to its delivery. The general procedure is shown in the flowchart below. All visitors are required to wear the Visitor's ID Card upon entering the NAMRIA premises.

Responsible Party	Activity	Documents, References, Information Systems, Forms
<ul style="list-style-type: none"> Client Processing Unit (PU) 	<div style="border: 1px solid black; padding: 5px; text-align: center;">Making of Request</div> <div style="text-align: center;">↓</div>	External Client: <ul style="list-style-type: none"> Client Order Slip (COS) for products Request Letter for Tour of Facilities, IEC, or Training Internal Client: <ul style="list-style-type: none"> Client Request Management System (CRMS) or Client Request form (CRF) for offline use
<ul style="list-style-type: none"> CSU MSO Authorizing Officer Approving Officer 	<div style="border: 1px solid black; padding: 5px; text-align: center;">Receiving of Request</div> <div style="text-align: center;">↓</div>	External Client: <ul style="list-style-type: none"> COS for products Request Letter for Tour of Facilities, IEC, or Training Internal Client: <ul style="list-style-type: none"> CRMS In-house Manuals Citizen's Charter SECSIME Process Flows
<ul style="list-style-type: none"> Client Service Unit (CSU) Map Sales Office (MSO) Receiving Personnel (RP) of the Processing Personnel (PU) PU 	<div style="border: 1px solid black; padding: 5px; text-align: center;">Processing of Request</div> <div style="text-align: center;">↓</div>	<ul style="list-style-type: none"> CRMS / COS or Request Letter NAMRIA QMOMs In-house Manuals Citizen's Charter SECSIME Process Flows Memorandum of Agreement (MOA)
<ul style="list-style-type: none"> PP RP of the PU CSU MSO 	<div style="border: 1px solid black; padding: 5px; text-align: center;">Delivery of Request</div>	<ul style="list-style-type: none"> CRMS / COS and NPASIS / GTCIS for Training NAMRIA QMOMs In-house Manuals Citizen's Charter SECSIME Process Flows Visitors Slip



General procedure and photos in accessing NAMRIA services

The Client Service Unit serves as the frontline service center of NAMRIA that provides assistance to clients and is primarily responsible for receiving all requests from external clients. The NAMRIA Map Sales Office (MSO) is a unit that serves as the agency's distribution outlet for analog map products. The MSOs are located in Fort Bonifacio and San Nicolas offices and in some regions. Print-on-demand maps are provided to the client for unavailable or out-of-stock maps.



There is a designated Officer of the Day to man the lobby information center at the agency's Fort Bonifacio and San Nicolas offices from 9AM to 5PM; handle visitor/client inquiries; receive visitor/client feedbacks, commendations, and complaints using the prescribed forms and forward them to the NAMRIA Citizen's Charter/SECSIME Team; and encode the visitor/client information in the NLA.

All frontline service personnel wear a special vest and button pin aside from their official identification card. NAMRIA moreover provides basic facilities like clean comfort rooms, waiting area, courtesy lane for the elderly, pregnant, and persons with disability, and lactation station.



Lactation station located inside MSO Fort Bonifacio



Lobby and waiting area in Fort Bonifacio office

The product and service request is acted upon by the concerned service offices based on their respective Citizen's Charter/SECSIME Process Flow. Electronic versions of certifications may be availed in some processes. NAMRIA ensures the delivery of products and services through the following controlled conditions:

(1) Availability of information describing the characteristics of the product or the service, e.g. map index, geospatial data holdings, and information systems;

(2) Availability of standard procedures and work instructions, e.g., QMOM and in-house operations manual;

(3) Use of suitable equipment, e.g., computer work stations with appropriate software, large-format scanners and plotters, data servers, surveying equipment, offset printing machines, and image setters;

(4) Availability and use of monitoring and measuring equipment, e.g., registration bars, glass scales, stereoscopes, and computers; and

(5) Implementation of a monitoring and evaluation system, e.g., checklists, indexes, and contracts.

The product and service shall not be released or delivered prior to satisfactory completion of planned arrangements, unless approved by a relevant authority, and where applicable, by the client.

Feedback Mechanisms

NAMRIA conducts periodic gathering of feedback and perception surveys through over-the-counter survey, product and service survey, training evaluation, interagency meetings, focus-group discussions, and other sources such as information, education, and communication campaigns and publications. Other feedback mechanisms include suggestion boxes, feedback trays and boards, online inquiry system (oss@namria.gov.ph), social media (www.facebook.com/NAMRIOOfficialPage and www.twitter.com/namriagov), and telephone calls.

A Public Assistance and Complaint Desk is moreover established at the lobby information center of the agency's Fort Bonifacio and San Nicolas offices.

	FEEDBACK FORM
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NAMRIA-KS-Form15 Rev00

Feedback on your experience at NAMRIA is valuable to us. The details of this experience will help us serve you better the next time you visit us. Please put a check mark on the nature and subject of the feedback you are providing us.

What is the nature of your feedback?

☐ Commendation ☐ Comment ☐ Counsel (Suggestion) ☐ Complaint

What is the subject of your feedback?

☐ Products and Services ☐ Procedures ☐ People ☐ Premises and Facilities

Feedback Details:

Thank you. Rest assured that the feedback you shared with us will be treated confidentially. We shall advise you of the action taken on the matter.

Contact Details

Name: _____
 Sex: _____
 Address: _____
 Phone Number: _____
 Email Address: _____
 Date Accomplished: _____
 Signature: _____

Receiving Personnel:

 Printed Name and Signature

Date Received: _____

For more inquiries, you may:

Visit us at www.namria.gov.ph
 Call us at +632 8875466 or +632 8104831 local 444
 Email us at oss@namria.gov.ph



Lobby information center



Feedback tray



Feedback board



Feedback box

Procedure for Filing Complaints

A complaint may be made through the feedback form and may also be sent in writing through registered mail and email at oss@namria.gov.ph. The figure shown below illustrates the procedure for filing complaints.

Responsible Party	Activity	Documents, References, Information Systems, Forms
<ul style="list-style-type: none"> • Client • Visitor 	<div>Fill out and submit feedback form</div> <div>↓</div>	<ul style="list-style-type: none"> • Feedback Form • NAMRIA Lobby Assistant
<ul style="list-style-type: none"> • Public Assistance and Complaint Desk • CSU • MSO • Receiving Personnel 	<div>Receive accomplished feedback form</div> <div>↓</div>	<ul style="list-style-type: none"> • Feedback Form
<ul style="list-style-type: none"> • CSU • MSO • Concerned Branch/ Division • NAMRIA Citizen's Charter Team • NAMRIA PRAISE Committee 	<div>Evaluate the feedback and prepare the response</div> <div>↓</div>	<ul style="list-style-type: none"> • Feedback Form • NAMRIA PRAISE Policy • Meeting Minutes • RA 11032
<ul style="list-style-type: none"> • CSU • MSO • Concerned Branch/ Division • NAMRIA Citizen's Charter Team • NAMRIA PRAISE Committee 	<div>Inform client/visitor on the action taken on the feedback</div>	<ul style="list-style-type: none"> • Reply Letter

Performance Pledge

We, the officials and employees of the National Mapping and Resource Information Authority commit to:

Nurture a culture of excellence in the production of geographic information and delivery of services to the public;

Act promptly on public request and inquiry with utmost courtesy and efficiency;

Meet and exceed public expectations through established service standards and feedback mechanisms;

Respond immediately to suggestions and take necessary actions;

Inform our customers regularly on updates and developments on our products and services; and

Assure continuous improvement of our systems and procedures to deliver the best quality service.

As such, we commit to serve with **CARE**:

Courtesy – create opportunity to know and consider the needs of our clients;

Accessibility – provide the necessary information on the available products and services and/or possible alternatives;

Response-ability – ensure that client concerns will be addressed as required and the staff will be able to deliver their commitment; and

Effectiveness – create potentials for longer relationships and engagements.





NAMRIA

is now proudly certified to



ISO 9001:2015

for

Mapping and Geospatial Information Management

-and-



INVESTORS | Accredited
IN PEOPLE | Until 2020

#WeAreIIP





