
































Citizen's Charter No. GISMB/GISD-01




Name of Office : **Geospatial Information Services Division (GISD), Geospatial Information Systems Management Branch (GISMB), NAMRIA**
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 : **Walk-in Clients**
How to Avail of the Service : **Walk-in**

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 products and services (maps, charts, customized products, and services) 	For Maps and Charts: - Acceptance of request - Check availability of request and show available data samples	 Sheilah Mae G. Lopez Frontline Service Officer	10 minutes		
		For customized products and services: - Acceptance of request - Check availability of request - Customize data according to customer specification 	 Marlon A. Mariñas Frontline Service Officer	60 minutes		

2	Fill out Client Order Slip 	For Maps and Charts: - Check completeness of form - Prepare/provide desired product	 Sheilah Mae G. Lopez Frontline Service Officer	2 minutes	Client Order Slip	
3	For Maps and Charts: - Inspect the product before paying for the product 	For Maps and Charts: Process payment and issue Official Receipt (OR)	 Sheilah Mae G. Lopez Frontline Service Officer	5 minutes	Official Receipt	Topographic Maps: 1:250,000 – P120.00 1:50,000 – P120.00 1:10,000 – P120.00 Admin Map – P200.00 Chart (BW) – P450.00 Chart (C) – P600.00 Tide and Current – P480.00
	For customized products and services: - Inspect the product - Fill out Memorandum of Agreement (MOA)-1/MOA-2 	For customized products and services: - Check completeness of form - Endorse the MOA-1/MOA-2 to the Division Chief 	 Marlon A. Mariñas Frontline Service Officer		MOA-1/MOA-2	
		Endorse MOA-1/MOA-2 to the Branch Director 	 Maria Romina dR. Pe Benito GISD Division Chief	2 minutes		

		<p>Review, sign and endorse the MOA-1/MOA-2 to the Administrator</p> <p style="text-align: center;"></p>	 John Santiago F. Fabic GISMB Director	2 minutes		
		<p>Sign the MOA-1/MOA-2</p> <p style="text-align: center;"></p>	 Dr. Peter N. Tiangco, CESO I Administrator	2 minutes (Duration may vary depending on the availability of the Administrator)		
		<ul style="list-style-type: none"> - Receive the signed MOA-1/MOA-2 from the Office of the Administrator - Issue Order of Payment <p style="text-align: right;"></p>	 Marlon A. Mariñas Frontline Service Officer	2 minutes	Order of Payment	
4.	<p>Bring the Order of Payment to the Accounting Section</p> <p style="text-align: right;"></p> <p style="text-align: right;"></p>	<ul style="list-style-type: none"> - Sign Order of Payment 	 Amelito M. Dela Cruz OIC, Accounting Section	2 minutes		

5.	- Present the Order of Payment to the Cashier and pay  	Process payment and issue OR	 Juliet I. Villanueva Cashier	2 minutes	OR	Data: P300.00/Mb Printed: Matte - P1.00/inch Glossy – P2.00/inch
6.	Receive OR from Cashier  	- Inspect OR - Release the product	 Marlon A. Marinas Frontline Service Officer	1 minute		
7.	Fill out the Client Feedback Form 	For Maps and Charts: - Check completeness of form	 Sheilah Mae G. Lopez Frontline Service Officer	2 minutes	Client Feedback Form	
		For customized products and services: - Check completeness of form	 Marlon A. Mariñas Frontline Service Officer			

8.	For all returning clients: Fill out the Client Needs Assessment (CNA) survey 	For Maps and Charts: - Check completeness of form	 Sheilah Mae G. Lopez Frontline Service Officer	2 minutes	CNA	
		For customized products and services: - Check completeness of form	 Marlon A. Mariñas Frontline Service Officer			
				Total Duration: Maps and Charts – 21 minutes Customized Products and Services– 1 hour & 22 minutes		