

Citizen's Charter No. GISMB/GISD-02






Name of Office : **Map Sales Office-NAMRIA San Nicolas, Manila**
Geospatial Information Services Division, Geospatial Information Systems Management Branch







Frontline Service : **Provision of Maps and Charts**

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) 	<ul style="list-style-type: none"> - Acceptance of request - Check availability of request and show available data samples 	 Romeo B. Brizuela Frontline Service Officer	10 minutes		
2	Fill out Client Order Slip  	<ul style="list-style-type: none"> - Check completeness of form - Prepare/provide desired product 	 Romeo B. Brizuela Frontline Service Officer	2 minutes	Client Order Slip	

3	Inspect the product before paying for the product 	Process payment and issue Official Receipt (OR)	 Samson P. Navidad 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
4	Fill out the Client Feedback Form 	Check completeness of form	 Romeo B. Brizuela Frontline Service Officer	2 minutes	Client Feedback Form	
5	For all returning clients: Fill out the Client Needs Assessment (CNA) survey 	Check completeness of form	 Samson P. Navidad Frontline Service Officer	2 minutes	CNA	
				Total Duration: 21 minutes		