
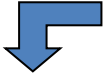

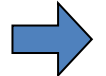




















Citizen's Charter No. HB/POD-01

**Name of Office** : Physical Oceanography Division, Hydrography Branch  
**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** : General Public involved in Maritime  
**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 certification personally or through email  	Prepare Client Request Form to be given to the client	 <b>Maite G. Baruelo</b> Receiving Clerk	3minutes	Request Letter  Client Order Slip (COS)	
2	Fill up and submit the Client Request Form to the Receiving Clerk 	Receive the filled-out Client Request Form from the client 	 <b>Maite G. Baruelo</b> Receiving Clerk	2 minutes		
		Draft Certification and prepare the requested tide gauge benchmarks 	 <b>Armando B. Amolo</b> Request Processor	45 minutes		
		Draft MOA 	 <b>Armando B. Amolo</b> Request Processor	10 minutes		

		<p>Affix the initial of the verifying officer in the Certification and in the MOA</p> 	 <p><b>Dennis B. Bringas</b> Chief, Physical Oceanography Division</p>	1 minute		
		<p>Sign the Certification and the MOA</p> 	 <p><b>Commo Jacinto M Cablayan</b> Director, Hydrography Branch</p>	5 minutes		
		<p>Inform the client of the availability of the Certification</p> 	 <p><b>Maite G. Baruelo</b> Receiving Clerk</p>	1 minute		
3	<p>Pay the amount due at the Map Sales Office</p> 	<p>Receive payment</p>	 <p><b>PO3 Samson P. Navidad</b> OIC, HB Map Sales Office</p>	5 minutes	<p>Official Receipt Client Order Slip</p>	<p>Php 360.00</p>

4	<p>Receive Certification of the Tide Gauge Benchmarks</p> <p>Sign Client Order Slip and submit Client Feedback</p> 	 <p>Release the Certification to the client</p>	 <p><b>Maite G. Baruelo</b> Receiving Clerk</p>	<p>1 minute</p>	<p>Photocopy of the Receipt</p> <p>Client Order Slip - Client Feedback</p>	
		<p>File the photocopy of the Certification</p>	 <p><b>Maite G. Baruelo</b> Receiving Clerk</p>	<p>1 minute</p>		
				<p><b>Total Duration:</b></p> <p><b>1 hour &amp; 14 minutes</b></p>		