



















Citizen's Charter No. HB/SSD-01

Name of Office : **Survey Support Division, Hydrography Branch**
Frontline Service : **Provision of Bathymetric Data**
Schedule of Availability of Service : **Monday – Friday, 8:00 AM – 5:00 PM**
Who May Avail of the Service : **External Agencies/Individuals**
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	Submit letter for Bathymetric Data 	Receive and review request letter and related documents	 Angelica B. Prado Project Development Officer Hydrographic Data Management Section (HDMS) - HB	1 minute	Letter of request stating coverage of needed bathymetric data and purpose for acquiring data	
		Process data and prepare necessary documentation 	 LtSg Romel M Correa Chief Hydrographic Data Management Section (HDMS) - HB	1 hour*	Bathymetric Data, draft of MOU/MOA, Free Issue Slip*	
		Endorse the documents to the Director 	 Capt Herbert L Catapang Asst. Director for Operations Hydrography Branch	10 minutes*	Letter of request MOU/MOA Free Issue Slip*	

		<p>Sign document/s.</p> <p>Endorse the documents to the Office of the Administrator</p> 	 <p>Commo Jacinto M Cablayan Director Hydrography Branch</p>	10 minutes*		
		<p>Review request and sign the MOU, Free Issue Slip*</p> <p>Endorse documents to the Office of the Director of Hydrography Branch</p> 	 <p>Dr. Peter N. Tiangco, CESO I NAMRIA Administrator</p>	10 minutes*		
		<p>Receive approved documents from the Administrator</p> <p>Endorse to the Hydrographic Data Management Section (HDMS)</p> 	 <p>Commo Jacinto M. Cablayan Director Office of the Director Hydrography Branch</p>	10 minutes*		
		 <p>Contact Client to pay and receive requested data</p>	 <p>Angelica B. Prado Project Development Officer Hydrographic Data Management Section (HDMS) – HB</p>	5 minutes		

2	Pay at the Map Sales Office Fill-out Client Order Slip	 Receive Payment	 PO3 Samson P Navidad OIC, HB Map Sales Office	5 minutes	Official Receipt Client Order Slip	
3	Sign MOU*/MOA, Free Issue Slip* and Client Order Slip, submit Client Feedback Receive Bathymetric Data	 Release Bathymetric Data/Nautical Chart to client	 LtSg Romel M. Correa Chief Hydrographic Data Management Section (HDMS) - HB	10 minutes	Client Order Slip - Client Feedback	Php10,000 per smooth sheet or Free
				Total Duration: 21 minutes		

*For free issuance.

* Not counted in Client's transaction time