
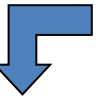



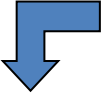




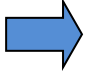


Citizen's Charter No. MGB/CD-01

**Name of Office** : Cartography Division, Mapping and Geodesy Branch,  
**Frontline Service** : Administrative and Topographic Maps Acquisition  
**Schedule of Availability of Service** : Monday – Friday, 8:00 AM – 5:00 PM  
**Who May Avail of the Service** : Different stakeholders  
**How to Avail of the Service** : Letter of Request/Walk-In/Phone-In

No. [A]	CUSTOMER ACTIVITY [B]	CARTO ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request for purchase or complimentary copy of administrative and topographic maps personally or through phone  	Prepare quotation and Memorandum Of Agreement (MOA) / Memorandum Of Understanding (MOU) form and Client Order Slip form to be given to the client	Frontliner of the Day (Refer to Carto Personnel assigned per Section below)	10 minutes	For <b>MOU</b> - Request letter addressed to NAMRIA Administrator with marginal note for complimentary copy  For <b>MOA</b> – specific location	<b>A. Topographic Maps:</b> <ul style="list-style-type: none"> <li>• Vector Data     PhP 300/ MB</li> <li>• Raster Data     PhP 300/map</li> <li>• Rectified Scanned     PhP 600/map</li> <li>• Mosaicked Scanned     PhP 700/map</li> </ul> <b>B. Administrative Maps:</b> <ol style="list-style-type: none"> <li>1. Raster Data               <ol style="list-style-type: none"> <li>a. Philippine, Luzon, Visayas &amp; Mindanao Maps - PhP1,000.00/map</li> <li>b. Regional , Provincial &amp; Palawan (part of Luzon Map) maps - PhP500.00/map</li> </ol> </li> <li>2. Vector data     PhP 300/ MB</li> </ol>
2	Fill-up and submit the MOA/MOU and Client Order Slip form to The Frontliner of the Day 	Receive the filled-out MOA/MOU and Client Order Slip form from the Client; Ask for valid ID 	Frontliner of the Day (Refer to Carto Personnel assigned per Section below)	5 minutes	Client Order Slip	
		Check completeness of the filled out form/slip of the client 	Frontliner of the Day (Refer to Carto Personnel assigned per Section below)	5 minutes		

		 <p>Prepare Order of Payment Slip (4 copies) to be given by the client to the cashier</p>	<p>Frontliner of the Day (Refer to Carto Personnel assigned per Section below)</p>	10 minutes	
3	<p>Go to Accounting Section to get Serial Number Of Order of Payment Slip and Signature of Accountant</p> 	<p>- <b>For Digital Copy</b> Prepare the requested maps and store them in a blank CD/DVD with appropriate label of map coverage with sheet number and date</p> <p>- <b>For Printing of Maps</b> Prepare maps to be printed</p>	 <p><b>AMELITO M. DELA CRUZ</b> OIC, Accounting Section</p>	30 minutes (Digital Map)*	
4	<p>Go to cashier for payment</p> 		 <p><b>JULIET I. VILLANUEVA</b> Cashier</p>	45 minutes (Printing/Map)*	
5	<p>Go back to Cartography Division with payment receipt and 1 copy of signed Order of Slip</p> 	<p>Receive the copy of signed Order of Slip from the client</p>	<p>Frontliner of the Day (Refer to Carto Personnel assigned per Section below)</p>	5 minutes	

### C. Digital Printing

C.1 Topographic, Administrative and Special Maps

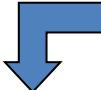
- Standard/Plain Paper  
PhP 1.00/sq inch
- Glossy/Photo/ Paper  
PhP 2.00/sq inch
- Tarpaulin  
PhP 2.00/sq inch

\*Note: Processing time varies

1. Quantity of the requested maps/services

2. Quality of printing materials (Tarpaulin slower in printing)

3. Event or effect that cannot be reasonably anticipated or controlled like brown out, printer failure etc.

		 Release the requested maps and record the transaction in the section's logbook	Frontliner of the Day (Refer to Carto Personnel assigned per Section below)	4 minutes		
3	Receive requested map and fill up Client Feedback Form	Compile Client Feedback Forms	Frontliner of the Day (Refer to Carto Personnel assigned per Section below)	1 minute	Client Feedback Form	
				<b>Total duration:</b> <b>Digital Map: 1 hour &amp; 10 minutes</b> <b>Printed Map: 1 hour &amp; 25 minutes</b>		

### Frontliner of the Day



**Engr. Sheila P. Eugenio**  
Topographic Base Mapping Section (TBMS)

**Staff of the TBMS**



**Engr. Mary Jane R. Montemor**  
Topographic Database Management Section (TDMS)

**Staff of the TDMS**



**Engr. Trinidad R. Garbo**  
Administrative and Special Mapping Section (ASMS)

**Staff of the ASMS**



**Engr. Jane V. Roque (Monday)**



**Victoria DG. Torres (Monday)**



**Engr. Rowel G. Arce (Monday)**



**Engr. Melanie A. Lapesura (Tuesday)**



**Josephine V. Iguis (Tuesday)**



**Willie Q. Puquiz (Tuesday)**



**Engr. Imelda P. Cabatay (Wednesday)**



**Kevin D. Francisco (Wednesday)**



**Rosauro Santiago (Wednesday)**



**Engr. Erwin M. Gofredo (Thursday)**



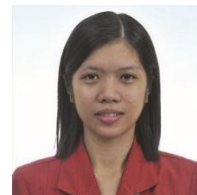
**Niño L. Clerigo (Thursday)**



**Timothy Baluyot (Thursday)**



**Rogelio Dais Jr. (Friday)**



**Mary Ann M. Magsumbol (Friday)**



**Jayson Javier (Friday)**