




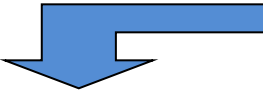












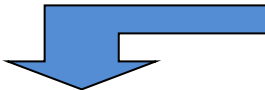


**Citizen's Charter No. MGB/RPD-01**

**Name of Office** : **Reprography and Printing Division (RPD), Mapping and Geodesy Branch (MGB), NAMRIA**  
**Frontline Service** : **Production of Maps and Charts**  
**Schedule of Availability of Service** : **Monday – Friday, 8:00 AM – 5:00 PM**  
**Who May Avail of the Service** : **NAMRIA Cartography Division, Photogrammetry Division, Warehouse Unit, and Hydrography Branch**  
**How to Avail of the Service** : **Thru approved Work Order**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Submit Work Order and the PDF files of requested job 	Accept work order and digital data 	 Celedonio DJ. Pili OIC, RPD	3-5 minutes	Letter request of production or Work Order	
		Perform pre-press operation: a. evaluate digital files b. layout c. color separation 	 Ariel V. Baluyot Chief, Prepress Section	7 days		
		a. Produce color proof Submit color proof to customer (data owner) for editing and correction, if any	 Amelia T. Dela Cruz Photographer III	1 day		

2	Check color proof for any corrections, sign and return proof to RPD 	Recommend color proof to the Branch Director for approval 	 Celedonio DJ. Pili OIC, RPD	5–10 minutes		
		Production of printing plates using CTP technology 	 Jaime R. Santos Unit Head (CTP)	2–3 days		
		Print topographic and admin maps (mass production) 	 Melchor S. Almeda Jr. Head Pressman	2–3 days		
		Trim topo and admin maps, deliver quality assured maps to warehouse unit 	 Nestor B. Rosco Printing Machine Operator II	2–3 days		

		Accept delivery receipt of delivered printed maps. *Check details of maps 		1 day		
		Accepts RIS and prepares and issue the requested maps	Rily C. Amidao Warehouse Unit Head	2-3 days		
3	Receive delivered topo and admin map as requested					
				<b>Total Duration:</b> <b>17 days &amp; 8 minutes</b> <b>to 20 days &amp; 15 minutes</b>		