HB-04. Issuance of Certification of Tide Gauge Benchmarks

This service provides the information in availing certification of tide gauge benchmarks in the tide stations that contains geographic position, sketch of monument, description, elevation referred to datum that can be used as reference in surveying, mapping, reference in the infrastructures.

Office or Division:	Physical Oceanography Division (POD), Hydrography Branch (HB)
Classification:	Complex
Type of Transaction:	G2C - Government to Client G2G - Government to Government G2B - Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
External Client Request (ECR) (1 copy)	Physical Oceanography Division/Hydrography Branch Email: icsu_hd@namria.gov.ph Phone 8242-2093/ 8241-3494 local 105
Valid Identification Card	
Order of Payment (OP) (3 copies)	Map Sales Office (MSO)
Official Receipt (1 copy)	MSO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request desired product/service	1.1 Receive Request 1.2. Check Availability of data 1.2 Prepare ECR	None	5 minutes	Project Development Officer
2.Fill out ECR	2.1. Received Filled-out ECR 2.2. Encode information at Client Request Management System	None	3 minutes	Project Development Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3.Review request letter and documents 2.4. Prepare Certificate, External Client Request and requested data	None	5 days	*Oceanographer II*
	2.5. Review Certificate, ECR and Tidal Benchmarks	None	20 minutes	*Chief,* Oceanographic Data Management Section
	2.6. Endorse Certificate and External Client Request to the Director	None	25 minutes	*Chief, POD*
	2.7. Sign the Certificate	None	30 minutes	*OIC Director, Hydrography Branch*
	2.8. Inform Client through phone or email the availability of requested data	None	2 minutes	*Project Development Officer*
	2. 9. Return Client Request Form to Client	None	1 minute	*Project Development Officer*
3. Pay relevant fee at the MSO	3.1. Prepare OP 3.2. Process Payment and provide OR to the client	PhP360.00 per benchmark per station	10 minutes	*OIC, HB Map Sales*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.Submit Official Receipt	4.1 Retain a copy of the certificate and O.R. 4.2 Release the Certificate and O.R. to the Client	None	5 minutes	*POD Staff*
5. Fill out Feedback and Satisfaction Details in the ECR form, and accept the product	5.1 Check completeness of the form. 5.2 Encode the request details 5.3. Encode the request details in the NAMRIA Products and Services Information System (NPASIS) 5.4 Encode Client Order slip into Client Request Management System	None	10 minutes	*POD Staff*
	TOTAL	**PHP360.00 per benchmark per station**	**5 days, 1 hour and 57 minutes**	