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NAMRIA CITIZEN'S CHARTER 2022

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National Mapping and Resource Information Authority

CITIZEN'S CHARTER
2022 (1st Edition)



National Mapping and Resource Information Authority

CITIZEN'S CHARTER
2022(1st Edition)



I. Mandate

NAMRIA is mandated to provide the public with mapmaking services and to act as the central mapping agency, depository, and distribution facility for natural resources data in the form of maps, charts, texts, and statistics.

II. Vision

NAMRIA is a center of excellence, building a geospatially-empowered Philippines.

III. Mission

To provide quality topographic maps, nautical charts, and other geospatial products and services in a timely and coordinated manner.

IV. Service Pledge

We at NAMRIA, guided by our mandate, vision, mission, and core values, are committed to our clients' and stakeholders' utmost satisfaction in providing quality geospatial information and services while upholding the regulatory, professional, ethical, and efficiency standards.

In any disruptive situation, we shall exert best efforts to promptly recover our viability, restore our operations, ensure the continuity of our essential functions, and strengthen the resilience of our agency, bearing in mind the welfare of our fellow employees and guests, and the protection of our resources.

We shall constantly enhance our competencies to continually improve our quality and continuity management systems, adopt world-class technologies, respond to the needs of changing times, and be an agent for a geospatially empowered Philippines.



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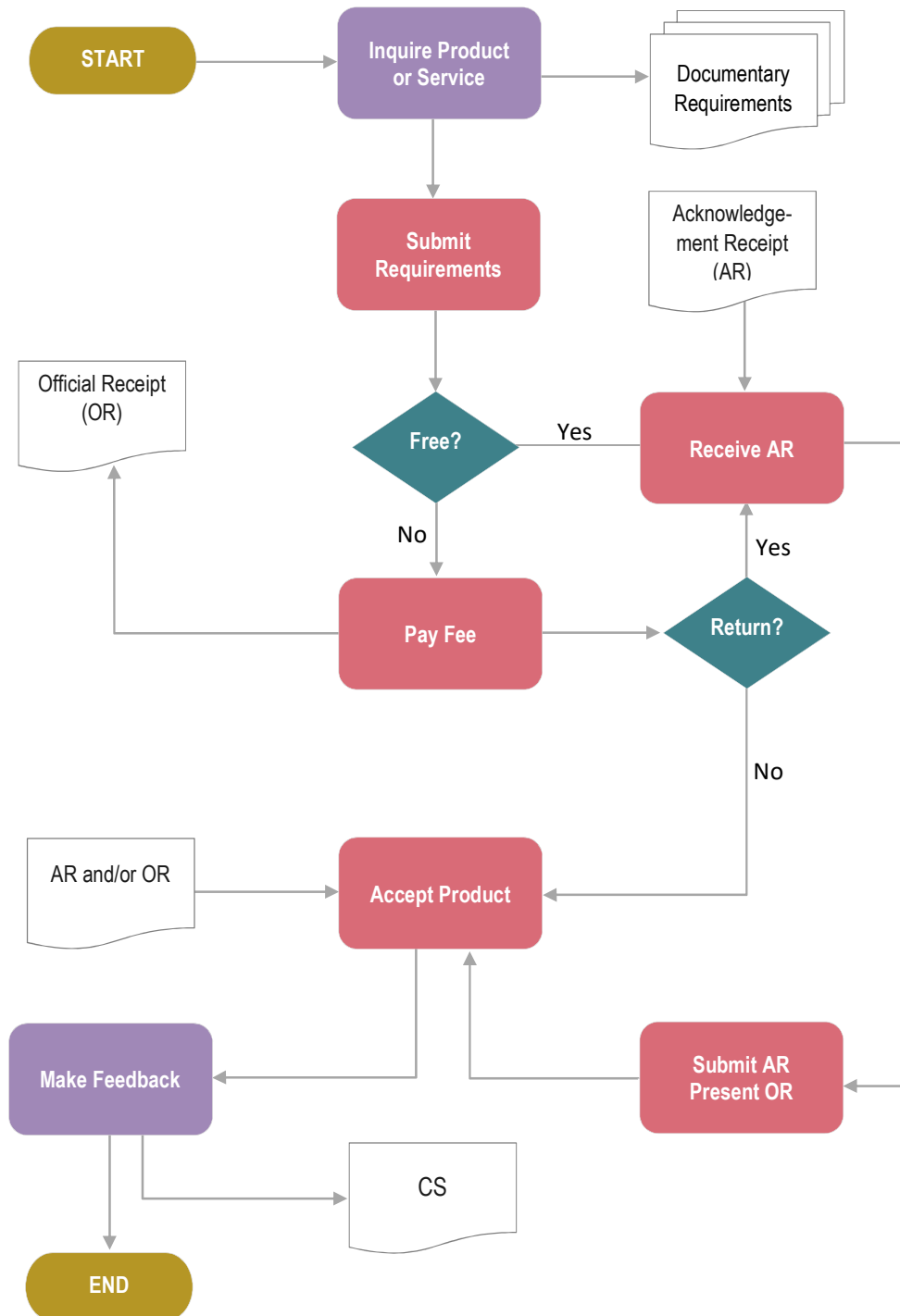
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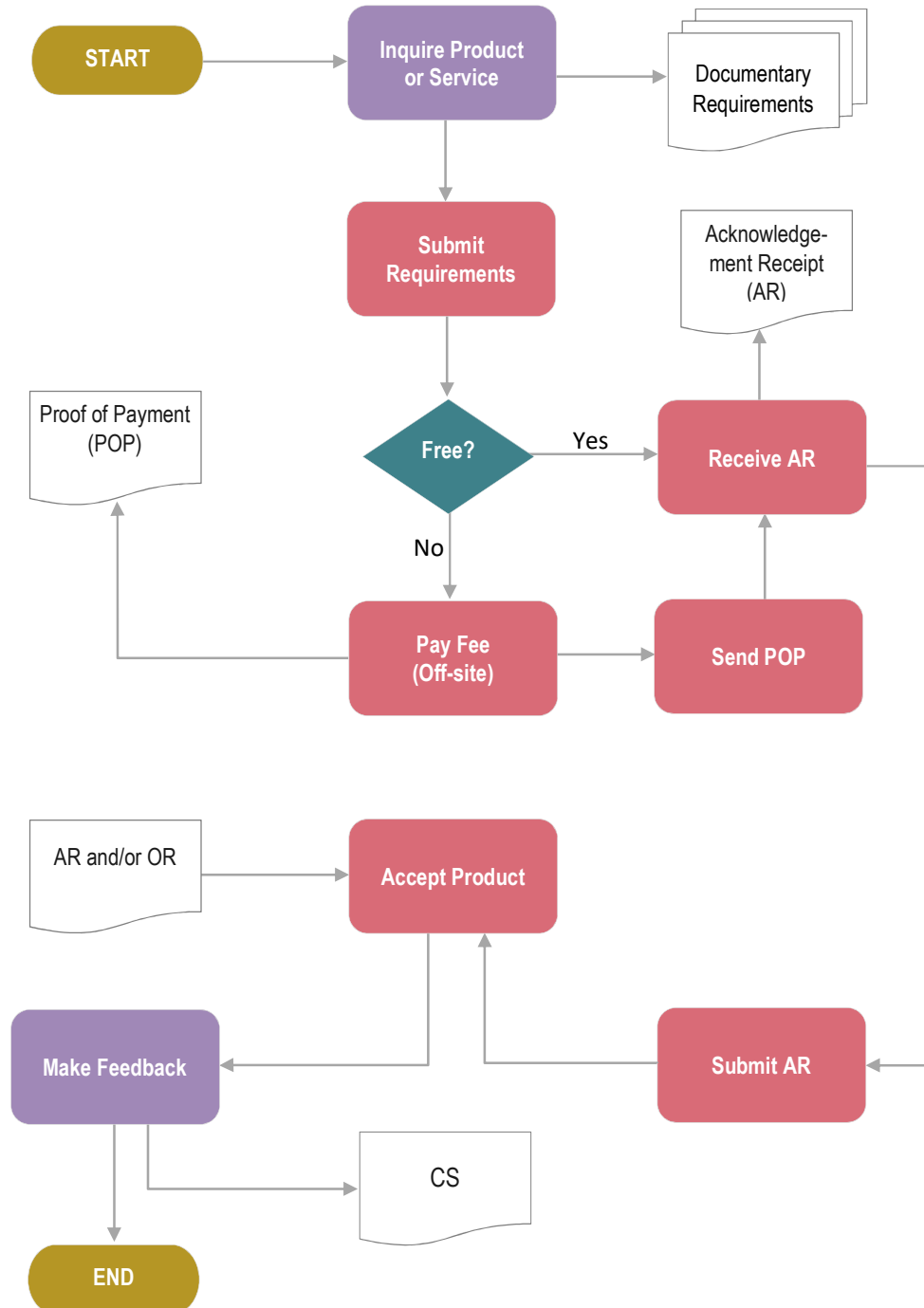
Client Service Flow (On-site)



■ Steps not included in Processing Time

■ Steps included in the processing time

Client Service Flow (Off-site)



Steps not included in Processing Time

Steps included in the Processing Time



EXTERNAL SERVICES



MAP SALES OFFICE

The NAMRIA Map Sales Office or MSO sells maps, nautical charts, and publications produced by the agency. The available maps are available are topographic maps in various map scales and other thematic maps like planimetric and administrative (national, regional, and provincial) maps.

To this date, there are 16 map sales offices located nationwide including those located in Fort Bonifacio, Taguig and San Nicolas, Manila. The regional offices are located or housed in the regional offices of the Department of Environment and Natural Resources (DENR). You may visit <https://namria.gov.ph/about.aspx#msos> for the list and contact details of the MSOs.



NAMRIA-01. Provision of Printed Products (Maps, Charts, and Publications)

Clients can purchase at the NAMRIA main and regional Map Sales Offices (MSOs) or order online through the Online Ordering System (OOS) the following over-the-counter printed products:

PRINTED PRODUCT	UNIT	PRODUCT PRICE (PP)
Administrative Map	sheet	200.00
Bajo de Masinloc	book	1,200.00
Nautical Chart (black and white)	sheet	450.00
Nautical Chart (colored)	sheet	600.00
Philippine Coast Pilot (7th Ed)	book/CD	2,000.00
Philippine List of Lights	book	400.00
Relief Map of the Philippines	sheet	300.00
Tide and Current Table	book	480.00
Topographic Map (all scales)	sheet	120.00

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP), or as per instruction of the MSO Staff. Clients must secure Proof of Payment (POP). Verification of POP may take 2 days.

For online ordering, the shipping fee and delivery time are not included in this procedure.

OFFICE OR DIVISION	Map Sales Office (MSO)	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
WHO MAY AVAIL	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
External Client Request (ECR) form – (1		• MSO



original)	• www.namria.gov.ph/forms.php
Proof of Payment (POP) – (3 photocopies/ digital copy)	Client's bank (for off-site payment)

WALK-IN CLIENTS	OOS CLIENTS
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about the bout printed products to buy	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time starts after client submits all requirements, if any, and MSO Staff accomplishes the ECR. Source: JMC 2019-001 IIR of RA11032 Rule VII Section 2.b	MSO Staff
Provide personal information	Fill out the Client Details of the ECR			
Identify the printed products to buy	Fill out the Product Details of the ECR and show the Terms of Agreement (TOA)			
Acknowledge TOA	Verify completeness of ECR			
1. Validate the product to buy	1. Issue Order of Payment (OP)	None	20 minutes	MSO OIC/Staff
For MSOs other than the Fort Bonifacio and San Nicolas MSOs, clients may need to present the OP to the Accounting Office of the DENR for recording purposes before paying to the Cashier (20 minutes).				
2. Pay the required fee	2. Issue Official Receipt (OR)	See PP Table above	15 minutes	MSO Collecting Officer
3. Present OR	3. Verify and record OR on ECR	None	5 minutes	MSO Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1. Prepare printed product		5 minutes / product	
	3.2. Release printed product		5 minutes	
4. Accept printed product	4. Release OR and ask the client to accomplish the Client Satisfaction (CS) form	None	5 minutes	MSO Staff
1. Browse product to buy at https://namria.gov.ph/onlineordering/	1. Display product specifications	None	Client-driven	Not Applicable
2. Add product to cart	2. Call/Email client to verify product on cart		1 day	MSO Staff
3. Validate the ordered product	3. Send Order of Payment (OP)		10 minutes	MSO Staff
4. Pay required fee (Off-site payment)	4. Wait for Proof of Payment (POP)	See PP Table above	Client-driven	MSO Staff
5. Send digital POP	5. Verify POP	None	1 day	Cashier Administrative Division
	5.1. Prepare printed product		5 minutes /product	MSO Staff
	5.2. Release printed product and OR		10 minutes	MSO Staff
	5.3. Send Client Satisfaction (CS) form link			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish CS form	Accept and verify CS form	None	Optional	<i>MSO Staff</i>
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	<i>MSO Staff</i>
TOTAL		See PP Table	55 minutes	
			2 days, 25 minutes + (client-driven lag time)	



Client Service Units

The Client Service Units or CSUs manage requests for digital and analog data that are not available in the Map Sales Office. They have the technical expertise in responding to queries from clients who want to avail the agency's technical products and services.

All branches of NAMRIA namely: Hydrography Branch (HB), Mapping and Geodesy Branch (MGB), Resource Data Analysis and Resource Branch (RDAB), Geospatial Information System Management Branch (GISMB), and Staff Support Branch (SSB), have designated CSUs to respond to all inquiries, either through email, phone, web (website and social media), or face to face transactions, to monitor the progress of the requests, and to release the product.



NAMRIA-02. Provision of Specialized or Customized Products

Clients can purchase the following specialized or customized products, both in printed or digital format, at the Client Service Units (CSU) of the Mapping and Geodesy Branch (MGB), Hydrography Branch (HB), and Resource Data Analysis Branch (RDAB).

SPECIAL OR CUSTOMIZED PRODUCT	PRODUCT PROCESS TIME (PPT)
Administrative Map (raster, vector)	45 minutes/sheet
Aerial Photographs (printed, digital)	2 hours/ photo
Coastal Resource Map (printed, digital)	3 hour
Electronic Nautical Chart (ENC)	1 hour/cell
Hydrographic Smooth Sheet/Bathymetric Map (printed, digital)	15 days
IFSAR, LIDAR	2 hours/25,000 has & below
Inundation Map of Coastal Low-lying Areas (shp/jpeg 300dpi)	3 hours
Land Classification Map/FAO/DAO (printed)	1 hour
Land Classification Map/FAO/DAO (certified true copy)	2 hours
Land Cover Map (shp/jpeg 300dpi)	3 hours
Magnetic Observation Data (raw, processed)	2 days
Nautical Chart (raster)	1 hour
Nautical Chart (vector)	2 hours
Nautical Feature Digital Data	15 days
Orthophoto/Orthoimage (printed, digital)	2 hours/25,000 has & below
Orthophoto/Orthoimage (raw, processed)	5 days/25,000 has & below
Print-on-Demand (POD) Nautical Charts	1 hour/chart
Print-on-Demand (POD) Topographic Map	1 hour/sheet
Slope Map (printed, digital)	3 hours
Slope Map w/ plotting of TD (printed, digital)	3 hours
Topographic Map (digital)	45 minutes/sheet



Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP), or as per instruction of the CSU Staff. Clients must secure Proof of Payment (POP). Verification of POP may take 2 days.

Requested products can be picked-up personally, delivered through online facilities (attached to an email or downloaded from a URL), or through pre-paid couriers.

OFFICE OR DIVISION	Client Service Units (CSUs) – MGB, HB, RDAB	
CLASSIFICATION	Highly Technical	
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
WHO MAY AVAIL	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
External Client Request (ECR) form – (1 original)		<ul style="list-style-type: none"> • CSU • www.namria.gov.ph/forms.php
Valid ID		Client
Proof of Payment (POP) – (3 photocopies/ digital copy)		Client's bank (for off-site payment)
Area of Interest (.shp, CAD file, coordinates, Technical Description, Administrative Boundary) – (1 photocopy/digital copy)		Client

	ON-SITE CLIENTS	Clients who walk-in at the NAMRIA CSS/CSU/MSO		OFF-SITE CLIENTS	Clients who lodge requests through email, phone, or social media
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about special or customized product	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time starts after client submits all requirements, if any, and CSU Staff accomplishes the ECR.	CSS/CSU Staff HB/MGB/RDAB
Provide personal information	Fill out the Client and Product Details in the NPASIS and generate ECR form.		Source: JMC 2019-001 IIR of RA11032 Rule VII Section 2.b	
Identify the special or customized products to buy	Show/send the ECR form to the client.			
1.Acknowledge the ECR’s Terms of Agreement (TOA) and submit all required documents, if any.	1.Verify all required documents and issue Order of Payment (OP)	None	20 minutes	CSU Staff HB/MGB/RDAB
2.Pay required fee	2.Issue Official Receipt (OR)	See PP Table below	15 minutes	Cashier Administrative Division
3.Present OR	3.Verify and record OR and issue Acknowledgement Receipt (AR)	None	15 minutes	CSU Staff HB/MGB/RDAB
	3.1. Prepare specialized or customized product	None	See PPT Table above	Product Processing Unit HB/MGB/RDAB
4.Submit AR	4.Verify AR, release specialized or customized product and issue CS form	None	20 minutes	CSU Staff HB/MGB/RDAB



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send all required documents	1. Verify all required documents and send OP	None	20 minutes	CSU Staff HB/MGB/RDAB
2. Pay required fee (Off-site payment)	2. Wait for Proof of Payment (POP)	See PP Table above	Client driven	CSU Staff HB/MGB/RDAB
3. Send digital POP	3. Verify POP and issue OR	None	1 day	Cashier Administrative Division
	3.1. Record OR and send AR form	None	5 minutes	CSU Staff HB/MGB/RDAB
	3.2. Prepare specialized or customized product	None	See PPT Table above	Processing Unit HB/MGB/RDAB
4. Submit AR form (If applicable)	4. Release specialized or customized product and send CS form	None	15 minutes	CSU Staff HB/MGB/RDAB
Accomplish CS form	Accept and verify CS form	None	Optional	CSU Staff HB/MGB/RDAB
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	CSU Staff HB/MGB/RDAB
TOTAL			PPT + 1 hour & 10 minutes	
			PPT + 1 day & 40 minutes	



PRODUCT	UNIT	PRODUCT PRICE (PP)
Administrative Map (Regional/Provincial/Palawan)	sheet	500.00
Administrative Map (Philippines/Luzon/Visayas/Mindanao)	sheet	1,000.00
Administrative Map (vector)	Mb	300.00
Aerial Photographs (10"x10")	photo	250.00
Aerial Photographs (diapositive, 10"x10")	photo	550.00
Aerial Photographs (zoomed 2x, 10"x10")	photo	1,800.00
Aerial Photographs (zoomed 3x, 10"x10")	photo	2,400.00
Aerial Photographs (zoomed 4x, 10"x10")	photo	3,200.00
Coastal Resource Map (digital)	sheet	300.00
Coastal Resource Map (printed, A0)	sheet	1,500.00
Electronic Nautical Chart (ENC, large-scale)	sheet	800.00
Electronic Nautical Chart (ENC, small-scale)	sheet	600.00
Electronic Nautical Chart (ENC, per update)	sheet	200.00
FAO/DAO of LC Map (printed)		
• Print copy	page	25.00
• Certification fee for "Certified True Copy"	page	25.00
Hydrographic Smooth Sheet (analog, A1)	sheet	5,000.00
Hydrographic Smooth Sheet (analog, A0)	sheet	9,000.00
Hydrographic Smooth Sheet (digital)	sheet	10,000.00
IFSAR-Derived Contours at 3m contour interval (.shp, .dwg)	sheet	3,900.00
	sq.km.	133.75
	hectare	1.35
IFSAR-Derived Contours at 5m contour interval (.shp, .dwg)	sheet	3,750.00
	sq.km.	128.60
	hectare	1.30
IFSAR (DTM, DSM, ORI)	sheet	9,000.00



PRODUCT	UNIT	PRODUCT PRICE (PP)
	sq.km.	300.00
	hectare	3.00
IFSAR-DTM, DSM, ORI (.geotiff)	sheet	3,000.00
	sq.km.	100.00
	hectare	1.00
Inundation Map of Coastal Low-lying Areas (printed, A0)	Mb	1,500.00
Inundation Map of Coastal Low-lying Areas (digital)	Mb	300.00
Land Classification Map (printed)		
• 1 st sq.m.	m ²	250.00
• next 1/3 sq.m.	m ²	30.00
• Certification fee for "Certified True Copy"	sheet	25.00
Land Cover, Slope, Coastal Resources, Inundation, Existing Land Use and other thematic maps (shp/jpeg 300 dpi)	Mb	300.00
Land Cover Map (digital)	Mb	300.00
Land Cover Map (printed, A0)	sheet	1,500.00
LIDAR DTM, DSM (.geotiff, .img)	sheet	2,500.00
	sq.km.	250.00
	hectare	2.50
LIDAR Orthophoto (.ecw, .img, .jpg)	sheet	5,000.00
	sq.km.	500.00
	hectare	5.00
Magnetic Observation Data (raw)	station	430.00
Magnetic Observation Data (processed)	station	530.00
Nautical Chart (raster)	sheet	700.00
Nautical Chart (vector)	Mb	300.00
Nautical Feature Digital Data	Mb	300.00



PRODUCT	UNIT	PRODUCT PRICE (PP)
Orthophoto Map (digital, 3"x3")	sheet	6,000.00
Orthophoto Map (printed, photo paper, 3"x3")	sheet	1,800.00
Orthophoto/Orthoimage (digital, 15"x15")	sheet	6,000.00
	sq.km.	200.00
	hectare	2.00
Orthophoto/Orthoimage (printed, .geotiff, photo paper)	sq.in.	2.00
Orthophoto/Orthoimage (printed, .geotiff, plain paper)	sq.in.	1.00
Print-on-Demand (POD) Chart	sheet	1,500.00
Print-on-Demand (POD) Topographic Map (enhanced/vector 1:10,000, plain paper)	sheet	1,200.00
Slope Map (digital)	Mb	300.00
Slope Map (printed, A0)	sheet	1,500.00
Slope Map w/ plotting of TD (printed, digital)		
• First 10 corners I	Cor	700.00
• More than 10 corners	Cor	70.00
Topographic, Administrative, and Special Map (photo paper)	inch ²	2.00
Topographic, Administrative, and Special Map (plain paper)	inch ²	1.00
Topographic, Administrative, and Special Map (tarpaulin)	inch ²	2.00
Topographic Map (.dwg, .shp, 1:10,000/5,000/4,000)	sheet	9,000.00
	sq.km.	300.00
	hectare	3.00
Topographic Map (.jpeg/.tiff, 1:250,000/50,000/10,000/5,000/4,000)	sheet	300.00
Topographic Map (rectified, .jpeg/.tiff, 1:250,000/50,000/10,000/5,000/4,000)	sheet	600.00



NAMRIA-03. Provision of Free Printed and Digital Products

Clients can request for free the following NAMRIA products, in printed and digital format, at the Client Service Units (CSU) of the Mapping and Geodesy Branch (MGB), Hydrography Branch (HB), and Resource Data Analysis Branch (RDAB), and at the Map Sales Office (MSO in Fort Bonifacio and San Nicolas.

PRINTED AND DIGITAL DATA	PRODUCT PROCESS TIME (PPT)
Administrative Map (over-the-counter)	30 minutes
Administrative Map (digital)	5 days/sheet
Administrative Map (printed)	5 days and 2 hours/sheet
Aerial Photographs (printed, digital)	2 hours/photo
Bajo de Masinloc	30 minutes
Bathymetric Data	15 days
Certification of Nautical Distances (CND)	2 hours 30 minutes
Certification of Geodetic Control Points	30 minutes/point
Civil Reservation Map* (printed)	1 hour
Coastal Resource Map (printed, shp/jpg @ 300dpi)	1 day
Communal Forest Map* (printed, digital)	1 hour
Electronic Navigational Chart (ENC)	1 day
Fishpond Development Map* (printed)	1 hour
Forest Reserve/Watershed Forest Reserve Map* (printed)	1 hour
Geomagnetic Data	15 days
IFSAR, LIDAR	2 hours/25,000 has & below
Inundation Map of Coastal Low-Lying Areas (printed, digital)	1 day
Land Classification Map (printed)	1 day
Land Cover Map (printed, shp/jpg @ 300dpi)	1 day
Existing Land Use Map (printed, shp/jpg 300dpi)	1 day
Maritime Zone Boundary Data (MW & MZ)	15 days



Military Reservation Map* (printed)	1 hour
National Park Map* (printed)	1 hour
Municipal Water Boundary Data	15 days
Nautical Charts (Printed and Raster)	1 day
Nautical Feature Digital Data	15 days
Nautical Publications	15 days
Oceanographic Data	15 days
Orthophoto/Orthoimage (raw, processed)	1 day/25,000 has & below
Orthophoto/Orthoimage (printed, digital)	2 hours/25,000 has & below
Philippine Coast Pilot (7th Ed)	30 minutes
Philippine List of Lights	30 minutes
Print-on-Demand (POD) Nautical Charts	1 hour/chart
Print-on-Demand (POD) Topographic Map (for readily available products)	1 hour/sheet
Relief Map of the Philippines	30 minutes
Slope Map (printed, shp/jpg 300dpi)	1 day
Special Maritime Zone Map	15 days
Tide and Current Table	30 minutes
Topographic Map (all scales)	30 minutes

OFFICE OR DIVISION	Client Service Units (CSUs) – MGB, HB, RDAB
CLASSIFICATION	Complex, Highly Technical
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government
WHO MAY AVAIL	1. Government agencies from the: <ul style="list-style-type: none"> Executive Branch (Office of the President, Office of the Vice President, executive departments, independent agencies, boards,



	<p>commissions and committees)</p> <ul style="list-style-type: none"> • Legislative Branch (Senate and House of Representatives) • Judicial Branch (Supreme Court and lower courts), and • Local Government Units (LGU) <p>2. State Universities and Colleges (SUC), as well as other members of the academia, whether private or public.</p> <p>3. Hydrographic offices in accordance with the article VIII of the Convention on the IHO or on mutual exchange basis to be approved by Director of the Hydrography Branch.</p>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
External Client Request (ECR) form – (1 original)	<ul style="list-style-type: none"> • CSU • www.namria.gov.ph/forms.php
Valid ID (SSS, GSIS, Voter's ID, Passport, BIR, Driver's License, Postal ID, UMID, PRC ID, Student ID) – (1 original/digital copy)	Concerned Government Agency, School
Request Letter (RL) – (1 original/digital copy)	Head of Agency
REQUIREMENTS FOR STUDENTS	
Approved Thesis Proposal – (1 photocopy/digital copy)	Student
Request letter noted by thesis adviser – (1 original/digital copy)	Student and Thesis Adviser
Registration Form – (1 photocopy/digital copy)	School Registrar
Thesis/Research Proposal Abstract	Student

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send Request Letter	Assign Office of Primary Responsibility (OPR)	None	Time starts after client submits all requirements, if	Administrator Office of the Administrator



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Contact client		any, and CSU Staff accomplishes the ECR.	CSS/CSU Staff HB/MGB/RDAB
Inquire about free printed and/or digital data and products in the request letter	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode		Source: JMC 2019-001 IIR of RA11032 Rule VII Section 2.b	CSS/CSU Staff HB/MGB/RDAB
Identify the special or customized products to buy	Fill out the Client and Product Details in the NPASIS and generate ECR form.			
Provide other personal information	Show/send the ECR form to the client.			
1. Acknowledge the ECR's Terms of Agreement (TOA) and submit all required documents, if any.	1. Verify all required documents and issue AR form	None	20 minutes	CSU Staff HB/MGB/RDAB
2. Receive AR and note release date	2. Route ECR and transmittal letter for approval by the Administrator	None	20 minutes	CSU Staff HB/MGB/RDAB
	2.1. Approve ECR and transmittal letter	None	2 days	Administrator Office of the Administrator
	2.2. Prepare printed and/or digital data	None	See PPT Table above	Processing Unit HB/MGB/RDAB
3. Submit AR form (If applicable)	3. Release data and issue CS form	None	20 minutes	CSU Staff HB/MGB/RDAB



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish CS form	Accept and verify CS form	None	Optional	CSU Staff HB/MGB/RDAB
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	CSU Staff HB/MGB/RDAB
TOTAL			PPT + 2 days & 1 hour	



NAMRIA-04. Provision of Evaluation, Certification, and Registration Services

Clients can request the following services at the Client Service Units (CSU) of the Mapping and Geodesy Branch (MGB), Hydrography Branch (HB), and Resource Data Analysis Branch (RDAB).

PRODUCT LIST	PRODUCT PROCESS TIME (PPT)
Certification for Exploration Permit (CEP)	2 hours 30 minutes
Certification of Geodetic Control Points	30 minutes/point
Certification of Nautical Distances (CND)	2 hours 30 minutes
Certification of No Record of LC map and/or FAO	7 days
Certification of Oceanographic Information (COI)	15 days 1 hour 15 minutes
Certification of Slope Map	19 days
Certification of Tide Gauge Benchmark (CTGB)	5 days 1 hour 15 minutes
Evaluation of GNSS Data	1 day/project
GNSS Receiver Registration	1 day/certification
Map Certification and Evaluation	19 days

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP), or as per instruction of the CSU Staff during inquiry. Clients must secure Proof of Payment (POP). Verification of POP may take 2 days

Requested products can be picked-up personally, delivered through online facilities (attached to an email or downloaded from a URL), or through pre-paid couriers.

OFFICE OR DIVISION	Client Service Units (CSUs) – MGB, HB, RDAB
CLASSIFICATION	Complex, Highly Technical
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
WHO MAY AVAIL	All



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
External Client Request (ECR) form – (1 original)	<ul style="list-style-type: none"> • CSU • www.namria.gov.ph/forms.php
Valid ID (SSS, GSIS, Voter's ID, Passport, BIR, Driver's License, Postal ID, UMID, PRC ID) – (1 original/digital copy)	Concerned Government Agency
Proof of Payment (POP) – (3 photocopies/digital copy)	Client's bank (for off-site payment)
REQUIREMENTS FOR CERTIFICATE FOR EXPLORATION PERMIT	
Environmental Work Program for Offshore Exploration (EWPOE) received by MGB – (1 photocopy/digital copy)	Client
REQUIREMENTS FOR CERTIFICATION OF SLOPE MAP	
Memorandum of Agreement (MOA) – (1 original/digital copy)	PCRD, RDAB
Original/Transfer Certificate of Title (OCT/TCT) – (1 photocopy/digital copy)	Client thru LRA/Registry of Deeds
Lot Data Computation/Lot Description if OCT/TCT is unreadable or contain erroneous TD – (1 photocopy/digital copy)	Client thru DENR/LRA
Certified tie point from LMB/SMD – (1 original/digital copy)	Client thru DENR
Survey/Sketch Plan – (1 blueprint/photocopy/digital copy)	Client thru DENR/LRA
Special Power of Attorney if the client is not the lot owner/claimant – (1 photocopy/digital copy)	Client
REQUIREMENTS FOR GNSS RECEIVER REGISTRATION AND EVALUATION OF GNSS DATA	
GNSS observation data in RINEX format	Client



	ON-SITE CLIENTS	Clients who walk-in at the NAMRIA CSS/CSU/MSO		OFF-SITE CLIENTS	Clients who lodge requests through email, phone, or social media
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about certification, evaluation, or registration services	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time starts after client submits all requirements, if any, and CSU Staff accomplishes the ECR. Source: JMC 2019-001 IIR if RA11032 Rule VII Section 2.b	CSS/CSU Staff HB/MGB/RDAB
Provide personal information	Fill out the Client and Product Details in the NPASIS and generate ECR form.			
Identify the certification, evaluation, or registration services	Show/send the ECR form to the client.			
1. Acknowledge the ECR's Terms of Agreement (TOA) and submit all required documents, if any.	1. Verify all required documents and issue Order of Payment (OP)	None	20 minutes	CSU Staff HB/MGB/RDAB
2. Pay required fee	2. Issue OR	See PP Table below	15 minutes	Cashier Administrative Division
3. Present OR	3. Verify and record OR and issue AR	None	15 minutes	CSU Staff HB/MGB/RDAB
	3.1. Prepare certification, evaluation, or registration document	None	See PPT Table above	Product Processing Unit HB/MGB/RDAB



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit AR	4. Verify AR, release certification, evaluation, or registration document, and issue CS form	None	20 minutes	CSU Staff HB/MGB/RDAB
1. Send all required documents	1. Verify all required documents and send OP	None	20 minutes	CSU Staff HB/MGB/RDAB
2. Pay required fee (Off-site payment)	2. Wait for Proof of Payment (POP)	See PP Table above	Client driven	CSU Staff HB/MGB/RDAB
3. Send digital POP	3. Verify POP and issue OR	None	1 day	Cashier Administrative Division
	3.1. Record OR and send AR form	None	5 minutes	Processing Unit HB/MGB/RDAB
	3.2. Prepare certification, evaluation, or registration document	None	See PPT Table above	Processing Unit HB/MGB/RDAB
4. Submit AR form (If applicable)	4. Release certification, evaluation, or registration document and send CS form	None	15 minutes	MSO Staff
Accomplish CS form	Accept and verify CS form	None	Optional	CSU Staff HB/MGB/RDAB
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	CSU Staff HB/MGB/RDAB
TOTAL			PPT + 1 hour	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			& 10 minutes	
			PPT + 1 days & 40 minutes	

PRODUCT LIST	UNIT	PRODUCT PRICE (PP)
Certificate for Exploration Permit (CEP)	certificate	2,500.00
Certification of Geodetic Control Points	certificate	360.00
Certificate of Nautical Distances (CND)	1 st 25 M	180.00
	+ per M	25.00
Certification of No Record of LC map and/or FAO	certificate	100.00
Certificate of Oceanographic Information (COI)		
• hourly heights data per month	per station	300.00
• times and heights of high and low waters including lunital interval of daily heights per month	per station	300.00
• monthly and annual data of mean sea level and other tidal datum planes per month	per station	300.00
• Tide Reducers per month	per station	300.00
• highest and lowest tide observed	per station	150.00
• tidal extremes per year	per station	360.00
• tidal data analysis and processing per month	per station	1,000.00
• mean hourly tidal current velocity	per station	300.00
Certification of Slope Map (printed)		
• Pricing based on GEP Verification Survey Rates at 50% discount		See Table on next page
Certificate of Tide Gauge Benchmark (CTGB)	benchmark/ station	360.00
Evaluation of GNSS Data	pt.	500.00



PRODUCT LIST	UNIT	PRODUCT PRICE (PP)
GNSS Receiver Registration	receiver	1,800.00
Map Certification and Evaluation		
• application fee	certificate	500.00
• evaluation fee	cm ²	0.20
• certification fee	certificate	200.00

GEP VERIFICATION SURVEY RATES (Verification Survey per Lot/Title)							
Areas in Hectares	0	10	20	30	40	50	60
< 0.5	50,000						
0.5-1.0	75,000	272,500	445,000	595,000	727,000	840,000	962,500
2	95,000	290,000	460,000	610,000	740,000	852,500	972,500
3	115,000	307,000	475,000	625,000	752,000	865,000	982,500
4	135,000	325,000	490,000	640,000	765,000	877,500	992,500
5	155,000	342,500	505,000	640,000	765,000	890,000	1,002,500
6	175,000	360,000	520,000	655,000	777,500	902,500	1,012,500
7	195,000	377,500	535,000	670,000	790,000	915,000	1,022,500
8	215,000	395,000	550,000	685,000	802,500	927,500	1,032,500
9	235,000	412,500	565,000	700,000	815,000	940,000	1,042,500
10	255,000	430,000	580,000	715,000	827,500	952,500	1,052,500

Reference: Geodetic Engineers of the Philippines (GEP) Survey Rates (Per DAO 31 S. 1988)

Note: Less 50 % of GEP Survey Rate



NAMRIA-05. Issuance of Documents or Records

NAMRIA makes available the following records and documents to government agencies, suppliers and contractors, and even former employees for legal, administrative, and personal purposes.

RECORDS AND DOCUMENTS	PRODUCT PROCESS TIME (PPT)
Bidding Documents	over-the-counter
Canvass Proposal	over-the-counter
Directives and Issuances	1 day
Project Related Documents	1 day
Service Records	2 days
Other Documented Information	1 day

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP), or as per instruction of the CSU-SSB Staff during inquiry. Clients must secure Proof of Payment (POP).

Requested products can be picked-up personally, delivered through online facilities (attached to an email or downloaded from a URL), or through pre-paid couriers.

OFFICE OR DIVISION	CSU – Staff Support Branch (SSB)	
CLASSIFICATION	Simple, Complex	
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
WHO MAY AVAIL	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter (RL) for non-paying clients – (1 original/digital copy)		Client
Proof of Payment (POP) – (3 photocopies/digital copy)		Client's bank (for offsite payment)



Valid ID (SSS, GSIS, Voter's ID, Passport, BIR, Driver's License, Postal ID, UMID, PRC ID) – (1 original/digital copy)	<ul style="list-style-type: none"> Concerned Government Agency
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FOR PAYING CLIENTS	FOR NON-PAYING CLIENTS
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about document or record	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time starts after client submits all requirements, if any, and CSU Staff accomplishes the ECR. Source: JMC 2019-001 IIR if RA11032 Rule VII Section 2.b	CSU Staff SSB
Provide personal information	Fill out the Client and Product Details in the NPASIS and generate ECR form.			
Identify the document or record needed	Show/send the ECR form to the client.			
1. Acknowledge the ECR's Terms of Agreement (TOA) and submit all required documents, if any.	1. Verify all required documents and issue Order of Payment (OP)	None	20 minutes	CSU Staff SSB
2. Pay required fee	2. Issue OR	See PP Table below	15 minutes	Cashier Administrative Division
3. Present OR	3. Verify and record OR on ECR	None	5 minutes	CSU Staff SSB



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1. Prepare and release document	None	10 minutes	CSU Staff SSB
	3.2. Release OR and ask the client to accomplish the CS form	None	5 minutes	CSU Staff SSB
1. Acknowledge the ECR's Terms of Agreement (TOA) and submit all required documents, if any.	1. Verify all required documents and issue AR and CS forms	None	20 minutes	CSU Staff SSB
2. Note release date of document or record	2. Route ECR and transmittal letter for approval by the Approving Officer	None	20 minutes	CSU Staff SSB
	3.1. Approve ECR and transmittal letter, if necessary	None	2 days	Approving Officer SSB
	3.2. Prepare document	None	See PPT Table above	CSU Staff SSB
3. Submit AR form (if applicable)	3. Release document and issue CS form	None	20 minutes	CSU Staff SSB
Accomplish CS form	Accept and verify CS form	None	Optional	CSU Staff SSB
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	CSU Staff SSB
			55 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	See PP Table	PPT + 2 days & 1 hour	

DOCUMENTS AND RECORDS	PRODUCT PRICE (PP)
Bidding Documents (Contract Budget)	
500,000 and below	500.00
500,001 – 1,000,000	1,000.00
1,000,001 – 5,000,000	5,000.00
5,000,001 – 10,000,000	10,000.00
10,000,001 – 50,000,000	25,000.00
50,000,001 – 500,000,000	50,000.00
500,000,001 and above	75,000.00
Canvass Proposal	



Client Service Section

The NAMRIA Client Service Section or CSS manages requests for all types of inquiries. The section resides in the Geospatial Information Management Branch (GISMB) that is responsible in the development and implementation of NAMRIA's information systems for geospatial data and operation support, and in the production and packaging of Information, Education, and Communication (IEC) activities and materials.

Specifically, the CSS is responsible for the conduct of geomatics trainings through the NAMRIA Geomatics Training Center (GTC) and in the conduct of IEC activities.



NAMRIA-06. Registration for GIS and Other Geomatics Trainings

NAMRIA accepts applications to the following training courses through the NAMRIA Geomatics Training Center (NGTC), which is an accredited training center by the Civil Service Commission (CSC) and Continuing Professional Development (CPD) accredited by PRC.

NAMRIA also accepts off-site trainings for groups, with a minimum number of fifteen (15) participants.

TRAINING COURSES	COURSE DURATION
Advanced Geographic Information System (GIS)	5 days
Advanced GIS (online)	5 days
Basic GIS	5 days
Basic GIS (online)	5 days
Basic Hydrography (Module I Online)	5 days
Basic Hydrography (Modules I and II)	5 days
Data Visualization	5 days
GIS for Executives	1 day
Global Positioning System (GPS)	5 days
GNSS and PageNet	5 days
Unmanned Aerial Vehicle (UAV) Mapping for GIS	5 days

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP), or as per instruction of the CSU-SSB Staff during the inquiry. Clients must secure Proof of Payment (POP).

OFFICE OR DIVISION	NAMRIA Geomatics Training Center (NGTC)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business



WHO MAY AVAIL	All	
CHECKLIST OF REQUIREMENTS		
COURSE	REQUIREMENTS	WHERE TO SECURE
Basic Geographic Information System (GIS)	Knowledge in Basic Computer Operation and Windows OS commands	Not Applicable(N/A)
Advanced GIS	Certificate of Basic GIS Training - (1 photocopy/digital copy) or Certification from the immediate supervisor/employer that the participant is using GIS in their field of work.	NAMRIA GTC
Basic Hydrography (Modules I)	General knowledge of Earth Science and Measurements	N/A
Basic Hydrography (Modules II)	Basic Hydrography (Module I)- NAMRIA	NAMRIA GTC
Data Visualization	Knowledge in Microsoft Office products(Excel or MsAccess)	N/A
GNSS and PageNet	Knowledge in surveying and computer operation	N/A
Unmanned Aerial Vehicle (UAV) Mapping for GIS	Certificate of Basic GIS Training or Certification from the immediate supervisor/employer that the participant is using GIS in their field of work.	NAMRIA GTC
GIS for Executives	Participants are preferably supervisors and managerial positions	N/A
OTHER REQUIREMENTS		
Proof of Payment (POP) – (3 photocopies/digital copy)		Client’s bank (for offsite payment)
GTC Registration Form – (online)		www.namria.gov.ph/gtci s/Trainings.aspx
GTC Registration Form – (1 original/digital copy)		NGTC
REQUIREMENTS FOR GOUP APPLICATIONS		



Memorandum of Agreement (MOA) – (3 original copies)	NGTC
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FOR ONSITE INDIVIDUAL APPLICATION	FOR OFFSITE GROUP APPLICATION
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about training application	Discuss product specification, service requirements, availability, processing time, payment options, fees and MOA requirement for group applications.	None	Time will start immediately after accomplishing the GTC online pre-registration/ registration form The MOA processing time is not included.	NGTC Staff GISD
1. Submit all required documents	1. Verify all required documents	None	20 minutes	NGTC Staff GISD
2. Pay the required fee	2. Issue and record OR on ECR	See CF Table below	15 minutes	Cashier Administrative Division
1. Submit all required documents	1. Verify all requirements, particularly MOA.	None	20 minutes	NGTC Staff GISD
2. Pay the required fee after the conduct of the training	2. Issue and record OR on ECR	See MOA	15 Minutes	Cashier Administrative Division
3. For off-site payment, submit POP	3. Verify POP and issue OR	None	1 day	Cashier Administrative Division
	3.1. Record OR on ECR and send scanned OR and CS form.	None		NGTC Staff GISD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish CS form	Accept and verify CS form	None	Optional	NGTC Staff GISD
TOTAL			35 minutes + 1 day for verification of POP	
			35 minutes + 1 day for verification of POP	

COURSE	UNIT	COURSE FEE (CF)
Advanced GIS	person	7,500.00
Advanced GIS (online)	person	5,000.00
Basic GIS	person	7,500.00
Basic GIS (online)	person	5,000.00
Basic Hydrography (Module I online)	person	5,000.00
Basic Hydrography (Modules I and II)	person	7,500.00/module
Data Visualization	person	7,500.00
GIS for Executives	person	1,500.00
GNSS and PageNet	person	7,500.00
Global Positioning System (GPS)	person	7,500.00
Unmanned Aerial Vehicle (UAV) Mapping for GIS	person	7,500.00



NAMRIA-07. Registration of Information, Education, and Communication (IEC) Activities

NAMRIA accepts requests for the conduct of IEC activities such as tour of agency facilities, IEC campaigns, and Map and Technology exhibits.

OFFICE OR DIVISION	Client Service Section (CSS)/Geospatial Information Services Division (GISD) – Geospatial Information System Management Branch (GISMB)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
WHO MAY AVAIL	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
External Client Request (ECR) form – (1 original)		<ul style="list-style-type: none"> • CSS/GISD – GISMB • www.namria.gov.ph/forms.php 		
Request Letter (RL) – (1 original/digital copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send Request Letter	Assign Office of Primary Responsibility (OPR)	None	Time starts after client submits all requirements, if any, and CSS Staff accomplishes the ECR. Source: JMC 2019-001 IIR of RA11032 Rule VII Section 2.b	Administrator Office of the Administrator
	Contact client			CSS Staff GISD
Inquire about IEC activity	Discuss IEC activity specification, requirements, availability, processing time, and delivery mode			CSS Staff GISD
1. Submit all required documents	1. Verify all required documents	None	20 minutes	CSS Staff GISD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait approval of request	2. Route ECR for approval of the conduct of IEC activity	None	15 minutes	CSS Staff GISD
	2.1. Approve ECR	None	2 days	Administrator Office of the Administrator
	2.2. Issue AR and CS forms	None	5 minutes	CSS Staff GISD
Accomplish CS form	Accept and verify CS form	None	Optional	CSS Staff GISD
TOTAL			2 days & 40 minutes	



INTERNAL SERVICES



NAMRIA-08. Provision of Products and Services

Incumbent NAMRIA employees can request any products or services available by using the Internal Client Request Management System (ICRMS). ICRMS is an automated system developed internally to serve as the online request facility between offices or units. The following products and services are available for request:

PRODUCT	PREPARATION TIME (maximum)
Analog Maps and Charts	3 days
Digital and Analog Data	3 days
Publications	3 days
Records and Documents	3 days
Satellite Images and Aerial Photos	3 days
SERVICE	DURATION TIME (maximum)
Learning and Development Services	7 days
Technical Support and Maintenance	20 days
Engineering Support and Maintenance	20 days
Printing and Reproduction Services	20 days

OFFICE OR DIVISION	All NAMRIA Units	
CLASSIFICATION	Simple, Complex, Highly Technical	
TYPE OF TRANSACTION	G2G - Government to Government	
WHO MAY AVAIL	All employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Not Applicable		Not Applicable



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about product or service	Discuss product specification, service requirements, availability, and processing time,	None	Time will start immediately after verification of all attached requirements	<i>Any Processing Units</i> All Branches
1. Submit authorized request	1. Receive request and select approving officer	None		<i>Receiving Personnel</i> Processing Unit
	2.1. Verify request and submitted requirements and notify client approval/disapproval of request	None	20 minutes	<i>Approving Officer</i> Processing Unit
	2.2. Determine and notify client start and end date and time of preparation or execution of request	None	10 minutes	<i>Processing Personnel</i> Processing Unit
	2.3. Notify client delivery of request	None	10 minutes	<i>Receiving Personnel</i> Processing Unit
2. Fill out Acceptance and Feedback Details on ICRMS	2. Verify acceptance and feedback on ICRMS	None	5 minutes	<i>Receiving Personnel</i> Processing Unit
TOTAL			45 minutes	



NAMRIA-09. Provision of Vehicle Services

Incumbent NAMRIA employees can request official use of vehicle through the NAMRIA Vehicle Management System (NVMS). NVMS is an automated system developed internally to serve the transport needs of NAMRIA employees.

OFFICE OR DIVISION	Engineering Services Division (ESD) – Staff Support Branch (SSB)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit authorized request	1. Receive authorized request	None	20 minutes	<i>Receiving Personnel</i> Transport
	1.1. Approve request	None	10 minutes	<i>Approving Officer</i> Processing Unit
	1.2. Print Trip Ticket	None	5 minutes	<i>Processing Personnel</i> Processing Unit
2. Fill out feedback details on NVMS	2. Verify feedback on NVMS	None	5 minute	<i>Receiving Personnel</i> Processing Unit
TOTAL			40 minutes	



NAMRIA-10. Provision of Information, Communication and Technology (ICT) Resource Maintenance

Incumbent NAMRIA employees can request for maintenance and repair of desktop and laptop as well as software and network assistance through the Information, Communication and Technology Request Management Information System (ICTRMIS).

OFFICE OR DIVISION	Geospatial Information, Communication, and Technology Division (GICTD) – Geospatial Information System Management Branch (GISMB)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request desired service	1. Accept Request	None	1 minutes	<i>Receiving Personnel</i> GICTD
	1.1. Diagnose and perform operational test	None	8 hours	<i>Technical Staff</i> GICTD
	1.2. Classify for proper disposition	None	5 minutes	<i>Section Chief</i> GICTD
2. Sign and acknowledge TIR and provide feedback	2. Verify and Sign TIR	None	5 minutes	<i>Division Chief</i> GICTD
TOTAL			8 hours & 11 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback as a result from a client request is part of the client service flow of the Citizen's Charter. Clients are provided with a 5-point scale to rate their overall experience in terms of timeliness of provision, quality of staff service, location and facilities.</p> <p>Feedbacks can also be made in writing through regular mail, email (css.gismb@namria.gov.ph), phone or agency website (www.namria.gov.ph) and social media accounts (Facebook and Twitter).</p> <p>Phone information:</p> <ul style="list-style-type: none"> • +632 88875466 or • +632 88104831 local 444 – CSS GISMB • +632 88104831 local 750 – CSU RDAB • +632 88104831 local 612 – CSU MGB • +632 82413494 – CSU HB • +632 88105453 – CSU SSB <p>Email information:</p> <ul style="list-style-type: none"> • css.gismb@namria.gov.ph – CSS GISMB • csu.mgb@namria.gov.ph – CSU MGB • csu.rdab@namria.gov.ph – CSU RDAB • csu.hb@namria.gov.ph – CSU HB • csu.ssb@namria.gov.ph – CSU SSB
How feedbacks are processed	<p>The CSS GISMB compiles all feedback results from the Client Satisfaction form that the MSOs and Branch CSUs collect as a result of client service transactions. Once compiled, they are analyzed and reported as part of the Client Survey Report (CSR).</p> <p>The CSR is uploaded to the Knowledge Management System for agency consumption. It is also presented during Management Reviews and staff meetings for intervention, if necessary.</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How to file a complaint/commendation	<p>To file a commendation, comment, or suggestion, provide the details via regular mail, email, and/or google form https://forms.gle/RKC5ye9NqJGgUnP97):</p> <ul style="list-style-type: none"> • Full name and contact information of the complainant • Narrative of the complaint • Pieces of evidence • Name of the unit or person being complained/commended
How complaints are processed	<p>All complaints received related to client service will be processed by the Committee on Anti-Red Tape (CART) of the agency.</p> <p>The CART browses, evaluates, and determines the complaints received on a daily basis.</p> <p>The CART shall investigate the unit or office subjected by the complaint, if necessary. After the conduct of the investigation, the CART shall submit within ten (10) working days an incident report and recommendation to address the complaint for the Administrator's appropriate action and approval.</p> <p>The CART shall inform the complainant of the action taken by the agency to address the lodged complaint.</p> <p>For follow-ups or queries, email citizenscharter@namria.gov.ph.</p>
Contact Information of PCC, CSC, ARTA, CCB	<ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-8816565 – CSC Contact Center ng Bayan • 8478-5093 – Anti-Red Tape Authority • 0908-881-6565 (SMS) – Contact Center ng Bayan



LIST OF OFFICES

OFFICE	CONTACT INFORMATION	
	DIRECT	LOCAL
OFFICE OF THE ADMINISTRATOR NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
Administrator's Office	8810-5471 8819-0250	105/106
Deputy Administrator for GISMB & RDAB	8810-5464	111
Deputy Administrator for MGB & HB	8816-1033 8889-9944	102
Chief of Staff	8810-5469 8810-5462	104/114
HYDROGRAPHY BRANCH NAMRIA – San Nicolas Office, Barraca St., San Nicolas, Binondo, Manila Trunk line No. 8241-3494 to 98		
Director's Office	8242-2955 8242-2090 fax	104
Assistant Director's Office	8247-1281	114
Maritime Affairs Division	8245-0295	107
Surveys Support Division	8247-1280	119
Physical Oceanography Division	8242-2093	105/129
Nautical Charting Division	8245-9501	123
MAPPING AND GEODESY BRANCH NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
Director's Office	8884-2844	600/602
Assistant Director's Office	8884-2836	601
Photogrammetry Division	8884-2842	610/611/612 613/614/621



OFFICE	CONTACT INFORMATION	
	DIRECT	LOCAL
Cartography Division	8884-2835	640/641/642
Reprography and Printing Division	8884-2841	630/631/651
Geodesy Division	8884-2840 8884-2849	620/615
RESOURCE DATA ANALYSIS BRANCH NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
Director's Office	8884-2857	700/702
Assistant Director's Office	8816-1033	701
Land Resource Data Analysis Division	8884-2861	710/711
Physiography and Coastal Resources Division	8884-2864	740/741
Geospatial Integration Division	8884-2867	730/751
Land Classification Division	8884-2863	720/721/731
GEOSPATIAL INFORMATION SYSTEM MANAGEMENT BRANCH NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
Director's Office	8884-2851	400/810
Assistant Director's Office	8884-5459	441
Geospatial System Development Division	8884-2853	410
Geospatial Database Management Division	8884-2856 8810-5460	420
Geospatial Information and Communications Technology Division	8884-2877	460/461
Geospatial Information Services Division	8810-2890 8884-2855 8887-5466	401/430/431 440/442/444



OFFICE	CONTACT INFORMATION	
	DIRECT	LOCAL
SUPPORT SERVICES BRANCH NAMRIA - Lawton Ave., Fort Bonifacio, Taguig City Trunk line No. - 8810-4831 to 34		
Director's Office	8843-5873	300/301
Administrative Division	8810-5453	200/260
Policy and Planning Division	8810-5461	230/231
Financial and Management Division	8810-5449 8887-5351	221/220/222
Engineering Services Division	8810-5470	302
Human Resource Management Section	8810-5458	210/211