

Citizen's Charter No. GISMB/GISD-02




Name of Office : **MSO Fort Bonifacio, Geospatial Information Services Division,
Geospatial Information Systems Management Branch
National Mapping and Resource Information Authority**






Frontline Service : **Provision of Maps, Charts and Publications**

Schedule of Availability of Service : **Monday – Friday, 8:00 AM – 5:00 PM**

Who May Avail of the Service : **Internal and External Clients**

How to Avail of the Service : **Walk-in, Phone-in, and Mail**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request desired products (maps, charts and publications) 	Accept request Check completeness of information provided in the form Check availability of request Show available data samples	 SHEILAH MAE G. LOPEZ Cartographer II	10 minutes (7 minutes per map)		
2	Fill out Client Order Slip 	Check completeness of form Prepare/provide desired product	SHEILAH MAE G. LOPEZ Cartographer II	2 minutes	Client Order Slip	

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3	Inspect the product before paying for the product 	Process payment and issue Official Receipt (OR)	 DANTE A. ROSETTE, JR. Information Systems Analyst II	5 minutes	Official Receipt	Topographic Maps: 1:250,000 – P120.00 1:50,000 – P120.00 1:10,000 – P120.00 Admin Map – P200.00 Nautical Charts: Chart (BW) – P450.00 Chart (C) – P600.00 Publications: Tide and Current – P480.00 Bajo de Masinloc – P1,200.00
4	Fill out the Client Feedback Form 	Check completeness of form	 SHEILAH MAE G. LOPEZ Cartographer II	2 minutes	Client Feedback Form	
5	For all returning clients: Fill out the Client Needs Assessment (CNA) survey 	Check completeness of form Compile and submit required documents to ICSU	SHEILAH MAE G. LOPEZ Cartographer II	2 minutes	CNA	
				Total Duration: Maps and Charts – 21 minutes		