

Citizen's Charter No. HB/SSD-01







Name of Office : **Survey Support Division, Hydrography Branch
National Mapping and Resource Information Authority**








Frontline Service : **Provision of Bathymetric Data**


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 : **External: Walk in, Mail
Internal: Walk in, Phone in**

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 product  Fill up and submit accomplished form (COS and CRF) 	Accept request Check completeness of information provided in the form Check availability of data Show available data samples	 ANGELICA B. PRADO Probationary Ensign	5 minutes	Client Order Slip Client Request Form	
2	Inspect the product  Confirm the purchase	Prepare and package product 	 ROMEL M. CORREA Lieutenant Senior Grade	For simple data request 1 hour (Duration varies on the data coverage)	Prepare Memorandum of Agreement	Php10,000 per smooth sheet

		<p>Contact Client to pay and receive requested data</p> 	 <p>ANGELICA B. PRADO Probationary Ensign</p>	5 minutes		
3	<p>Proceed to Map Sales Office to Secure order of payment control number and pay for the product</p>  	<p>Prepare order of payment</p> <p>Issue Official Receipt</p>	 <p>MARILOU B. CINCO Seaman Third Class</p>	4 minutes	<p>Order of Payment Form</p> <p>Official Receipt</p>	
4	<p>Sign Memorandum of Agreement</p> <p>Submit copy of Official Receipt</p> <p>Receive and Inspect Bathymetric data</p> 	<p>Provide requested Bathymetric data</p> <p>Compile documentary requirements and submit to Branch ICSU</p>	 <p>ROMEL M. CORREA Lieutenant Senior Grade</p>	10 minutes	Official Receipt	

5	<p>Fill out the Client Acceptance of the Client Request form</p> <p>→</p> <p>For returning clients, fill out the Client Needs Assessment Form</p>	<p>Check completeness of form, compile documents and submit copy to Branch ICSU</p>	 <p>ANGELICA B. PRADO Probationary Ensign</p>	<p>5 minutes</p>	<p>Client Request Form</p> <p>Client Needs Assessment form</p>	
				<p>Total Duration: 1 Hour and 29 minutes for simple data request</p>		