



# **National Mapping and Resource Information Authority**

**CITIZEN'S CHARTER**  
2025 (1<sup>st</sup> Edition)



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## **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 an inclusive and geospatially-empowered Philippines.

## **III. Mission**

To provide quality topographic maps, nautical charts, and other geospatial products and services in a timely, equally accessible 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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# EXTERNAL SERVICES



## **NAMRIA-01: Over-the-counter Services for Printed and Digital Products**

This service is for over-the-counter products that do not need further processing or customization. Clients can avail themselves by visiting the NAMRIA's One-stop shop (NOSS). Clients can also email the NOSS and place an order.

Products under this service are in printed and digital formats. For digital products, clients are advised to bring a USB or external storage, or may request the release of the data by email or Google Drive.

<b>OFFICE OR DIVISION</b>	NAMRIA One-Stop Shop, Fort Bonifacio, Taguig City	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
<b>WHO MAY AVAIL</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Official Receipt or Proof of Payment (1) Original Copy Or (1) Photo Copy		NAMRIA One-stop Shop

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform what product to buy	1.1 Prepare the External Client Request (ECR) form	None	10 minutes	<i>Support Staff</i> NAMRIA One-Stop Shop
	1.2 Issue Order of Payment (OP)		5 minutes	<i>Support Staff</i> NAMRIA One-Stop Shop
2. Pay the required fee	2. Issue Official Receipt (OR)	See the Products Fees Table below	10 minutes	<i>Special Collecting Officer</i> NAMRIA One-Stop Shop



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present Official Receipt (OR)	3.1. Verify the Official Receipt (OR)	None	5 minutes	<i>Support Staff</i> NAMRIA One-Stop Shop
	3.2. Prepare the product		3 hours	<i>Technical Staff</i> NAMRIA One-Stop Shop
	3.3. Release the product		5 minutes	<i>Technical Staff</i> NAMRIA One-Stop Shop
<b>TOTAL</b>			3 hours, 35 minutes	

PRINTED	UNIT	FEE
Administrative Map - Philippine Map (36 inches x 40 inches)	sheet	300.00
Administrative Map - Regional/Provincial (various sizes, minimum of 36 inches x 36 inches)	sheet	200.00
Bajo de Masinloc	book	1,200.00
Bidding Documents		
500,000 and below ABC		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
Civil Reservation Map (printed)		
• 1 <sup>st</sup> sq.m.	m <sup>2</sup>	250.00
• next 1/3 sq.m.	m <sup>2</sup>	30.00



<b>PRINTED</b>	<b>UNIT</b>	<b>FEE</b>
<ul style="list-style-type: none"> <li>• Certification fee for “Certified True Copy”</li> </ul>	sheet	25.00
<b>FAO of Land Classification (LC) Map (printed)</b>		
<ul style="list-style-type: none"> <li>• Print copy</li> </ul>	page	25.00
<ul style="list-style-type: none"> <li>• Certification fee for “Certified True Copy”</li> </ul>	page	25.00
<b>Fishpond Development Map (printed)</b>		
<ul style="list-style-type: none"> <li>• 1<sup>st</sup> sq.m.</li> </ul>	m <sup>2</sup>	250.00
<ul style="list-style-type: none"> <li>• Next 1/3 sq.m.</li> </ul>	m <sup>2</sup>	30.00
<ul style="list-style-type: none"> <li>• Certification fee for “Certified True Copy”</li> </ul>	sheet	25.00
<b>Forest Reserve/Watershed Forest Reserve Map (printed)</b>		
<ul style="list-style-type: none"> <li>• 1<sup>st</sup> sq.m.</li> </ul>	m <sup>2</sup>	250.00
<ul style="list-style-type: none"> <li>• Next 1/3 sq.m.</li> </ul>	m <sup>2</sup>	30.00
<ul style="list-style-type: none"> <li>• Certification fee for “Certified True Copy”</li> </ul>	sheet	25.00
<b>Land Classification Map (printed)</b>		
<ul style="list-style-type: none"> <li>• 1<sup>st</sup> sq.m.</li> </ul>	m <sup>2</sup>	250.00
<ul style="list-style-type: none"> <li>• next 1/3 sq.m.</li> </ul>	m <sup>2</sup>	30.00
<ul style="list-style-type: none"> <li>• Certification fee for “Certified True Copy”</li> </ul>	sheet	25.00
<b>Military Reservation Map (printed)</b>		
<ul style="list-style-type: none"> <li>• 1<sup>st</sup> sq.m.</li> </ul>	m <sup>2</sup>	250.00
<ul style="list-style-type: none"> <li>• Next 1/3 sq.m.</li> </ul>	m <sup>2</sup>	30.00
<ul style="list-style-type: none"> <li>• Certification fee for “Certified True Copy”</li> </ul>	sheet	25.00
<b>National Park Map (printed)</b>		
<ul style="list-style-type: none"> <li>• 1<sup>st</sup> sq.m.</li> </ul>	m <sup>2</sup>	250.00
<ul style="list-style-type: none"> <li>• Next 1/3 sq.m.</li> </ul>	m <sup>2</sup>	30.00
<ul style="list-style-type: none"> <li>• Certification fee for “Certified True Copy”</li> </ul>	sheet	25.00
<b>POD (Land Cover, Coastal Resource, Existing Land Use, Slope, Inundation and Other Thematic Maps-for readily available products)</b>		
<ul style="list-style-type: none"> <li>• Ordinary Paper (1.00/sq.in.)</li> </ul>		



<b>PRINTED</b>	<b>UNIT</b>	<b>FEE</b>
○ AO (42" x 36")	sheet	1,500.00
○ A1 (23" x 33")	sheet	775.00
○ A3 (11" x 16")	sheet	187.00
• Photo Paper (2.00/sq.in.)		
○ AO (42" x 36")	sheet	3,500.00
○ A1 (23" x 33")	sheet	1,520.00
○ A3 (11" x 16")	sheet	350.00
Nautical Chart (black and white) AO size	sheet	700.00
Nautical Chart (colored) AO size	sheet	900.00
Nautical Chart (Print on Demand)	sheet	1,500.00
Philippine Coast Pilot (older editions)	book	1,500.00
Philippine Coast Pilot Book, per volume	book	3,500.00
Philippine List of Lights	book	1,000.00
Philippine Nautical Products Catalogue	book	500.00
Notice to Mariners	book	360.00
Cumulative List of Notice to Mariners	book	500.00
Navigational Warnings	sheet	25.00
Tide and Current Table	book	500.00
Relief Map of the Philippines	sheet	300.00
Topographic Map (all scales)	sheet	150.00

<b>DIGITAL</b>	<b>UNIT</b>	<b>FEE</b>
Administrative Map (Regional/Provincial/Palawan)	sheet	500.00
Administrative Map (Philippines/Luzon/Visayas/Mindanao)	sheet	1,000.00
Administrative Map (vector)	Mb	300.00
Scanned Aerial Photographs (10"x10")	photo	600.00
Bathymetry chart, AO, Digital	Sheet	10,000.00



DIGITAL	UNIT	FEE
Bathymetry data, ASCII xyz file	Sq.km	2,000.00 for the first 1000 sqkm + 1 per 1 sqkm in excess of 1000 sqkm
Electronic Navigational Chart (ENC)	cell	1,000.00
ENC update	cell	200.00
GCP in CSV, KMZ or SHP File Format	point	10.00
Hydrographic Smooth Sheet (analog, A1)	sheet	5,000.00
Hydrographic Smooth Sheet (analog, AO)	sheet	9,000.00
Hydrographic Smooth Sheet, AO size, Digital (raster or vector)	sheet	12,000.00
IFSAR-Derived Contours at 3m contour interval (.shp, .dwg)	sheet	3,900.00
	sq.km.	133.75
	hectare	1.35
	sheet	3,750.00
IFSAR-Derived Contours at 5m contour interval (.shp, .dwg)	sq.km.	128.60
	hectare	1.30
IFSAR (DTM, DSM, ORI)	sheet	9,000.00
	sq.km.	300.00
	hectare	6.00
IFSAR-DTM, DSM, ORI (.geotiff)	sheet	3,000.00
	sq.km.	100.00
	hectare	2.00
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



DIGITAL	UNIT	FEE
	hectare	5.00
Nautical Chart (jpeg)	sheet	700.00
Nautical Chart (geo-tiff)	sheet	1,000.00
Nautical Chart (vector)	Mb	300.00
Philippine List of Lights	book	700.00
Philippine Coast Pilot Book	volume	2,500.00
Philippine Coast Pilot Book, Older Editions	volume	1,100.00
Orthophoto/Orthoimage (1:5,000 or 1:10,000)	ha.	2.00
POD GCP Monument Description Sheet	point	5.00
POD Topographic Map (enhanced/vector 1:10,000, plain paper)	sheet	1,200.00
Topographic, Administrative, and Special Map (photo paper)	inch <sup>2</sup>	2.00
Topographic, Administrative, and Special Map (plain paper)	inch <sup>2</sup>	1.00
Topographic, Administrative, and Special Map (tarpaulin)	inch <sup>2</sup>	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, .tiff, pdf 1:250,000/50,000/10,000/5,000/4,000)	sheet	600.00



## **NAMRIA-02\_Purchase of Printed Maps, Charts, and Publications**

This service is available to our walk-in clients who visit NAMRIA's Map Sales Offices (MSOs). The MSOs in the National Capital Region provide all maps and charts, while the regional MSOs only sell maps covering the said region and of national coverage.

The Products Table below indicates the printed products and fees that may be available at the MSOs. Please inquire with the MSO officers about the availability of the product.

<b>OFFICE OR DIVISION</b>	NAMRIA Map Sales Office	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
<b>WHO MAY AVAIL</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Proof of payment (Official Receipt) (1) Original Copy		NAMRIA - Administrative Division - Cashier Section
<b>For Administrative Maps and Digital Products</b>		
Area of Interest (.shp, CAD file, coordinates, Technical Description, Administrative Boundary) (1) Original Copy and (1) Photo Copy		Applicant / Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform what product to buy	1.1. Prepare the External Client Request (ECR) form	None	10 minutes	<i>Map Sales Officer</i> Map Sales Office
	1.2 Issue Order of Payment (OP)		5 Minutes	<i>Map Sales Officer</i> Map Sales Office
2. Pay the required fee	2. Issue Official Receipt (OR)	See the Products Fees	10 minutes	<i>Special Collecting Officer</i> Map Sales Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Table below		<i>Cashier</i> Department of Environment and Natural Resources (DENR)
3. Present Official Receipt (OR)	3.1. Verify OR	None	5 minutes	<i>Map Sales Officer</i> Map Sales Office
	3.2. Prepare the product		3 hours	<i>Map Sales Officer</i> Map Sales Office
	3.3. Release the product		5 minutes	<i>Map Sales Officer</i> Map Sales Office
<b>TOTAL</b>			2 working days, 1 hours, 30 minutes	

PRINTED	UNIT	FEE
Administrative Map - Philippine Map (36 inches x 40 inches)	sheet	300.00
Administrative Map - Regional/Provincial (various sizes, minimum of 36 inches x 36 inches)	sheet	200.00
Bajo de Masinloc	book	1,200.00
Nautical Chart (black and white) AO size	sheet	700.00
Nautical Chart (colored) AO size	sheet	900.00
Nautical Chart (Print on Demand)	sheet	1,500.00
Philippine Coast Pilot (older editions)	book	1,500.00
Philippine Coast Pilot Book, per volume	book	3,500.00
Philippine List of Lights	book	1,000.00
Philippine Nautical Products Catalogue	book	500.00
Notice to Mariners	book	360.00
Cumulative List of Notice to Mariners	book	500.00



<b>PRINTED</b>	<b>UNIT</b>	<b>FEE</b>
Navigational Warnings	sheet	25.00
Tide and Current Table	book	500.00
Relief Map of the Philippines	sheet	300.00
Topographic Map (all scales)	sheet	150.00



### **NAMRIA-03: Online Ordering Service (e-Mapa)**

The e-Mapa, <https://isportal.namria.gov.ph/eMapa/>, is an online shop for clients who wish to purchase NAMRIA printed products, particularly maps, nautical charts, and publications. Clients can track their purchases using the e-Mapa.

See the Product Fee Table below for the products available in the e-Mapa.

The NAMRIA and Geoportal Philippines websites, at [namria.gov.ph](http://namria.gov.ph) and [geoportal.gov.ph](http://geoportal.gov.ph), respectively, offer digital products that can be downloaded directly for free, without the need for a request letter.

<b>OFFICE OR DIVISION</b>	NAMRIA One-Stop Shop	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
<b>WHO MAY AVAIL</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Proof of Payment (1) Electronic Copy  <i>Note:</i> Proof of Payment (POP) can be a screenshot of the online payment receipt or a digital copy of a bank deposit slip.	Payment Service Provider	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Add the product to cart and place the order	1. Contact the client to verify the ordered product	None	20 minutes	<i>Technical Staff</i> NAMRIA One-stop Shop
2. Verify the ordered product	2.1. Prepare the External Client Request (ECR) and Order of Payment (OP)	None	10 minutes	<i>Support Staff</i> NAMRIA One-stop Shop



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Send copy of ECR form and OP to the client		10 minutes	Support Staff NAMRIA One-stop Shop
3. Pay the required fee  <b>Location:</b> Land Bank of the Philippines' Link.Biz Portal: <a href="http://www.lbp-eservices.com/egps/portal/Merchants.jsp">www.lbp-eservices.com/egps/portal/Merchants.jsp</a>	3. Prepare product	See the Products Fees Table below	30 minutes	Special Collecting Officer NAMRIA One-stop Shop
4. Send digital Proof of Payment	4.1. Verify POP and prepare Official Receipt (OR)	None	20 minutes	Special Collecting Officer NAMRIA One-stop Shop
	4.2. Release the product and OR to the client		20 minutes	Support Staff NAMRIA One-stop Shop
<b>TOTAL</b>			2 days + 1 hour & 30 minutes	

PRINTED	UNIT	FEE
Administrative Map - Philippine Map (36 inches x 40 inches)	sheet	300.00
Administrative Map - Regional/Provincial	sheet	200.00
Administrative Map (vector)	MB	300.00
Bajo de Masinloc	book	1,200.00
Nautical Chart (black and white) AO size	sheet	700.00
Nautical Chart (colored) AO size	sheet	900.00
Philippine List of Lights	book	700.00
Philippine Coast Pilot	volume	2,500.00
Philippine Coast Pilot Book, Older Editions	volume	1,100.00



<b>PRINTED</b>	<b>UNIT</b>	<b>FEE</b>
Relief Map of the Philippines	sheet	300.00
Tide and Current Table	book	500.00
Topographic Map (all scales)	sheet	150.00



## NAMRIA-04: Purchase of Customized or Specialized Products

Producing customized or specialized products from NAMRIA may require additional time to prepare, which may involve surveying, mapping, or imaging activities. The following specialized or customized products listed in the Products Table, both in printed or digital format, can be requested at the NAMRIA One-stop-Shop.

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

<b>OFFICE OR DIVISION</b>	NAMRIA One-Stop Shop	
<b>CLASSIFICATION</b>	Highly Technical	
<b>TYPE OF TRANSACTION</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
<b>WHO MAY AVAIL</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Valid ID a. Company ID b. School ID c. Any Government issued IDs  <i>To show 1 valid ID and submit 1 photo copy for the attachment of the request</i>	Concerned Government Agency	
Area of Interest (.shp, CAD file, kmz file, coordinates, Technical Description, Administrative Boundary) (1) Photo Copy And (1) Electronic Copy  <i>The client must provide the area of interest in polygon shape for exact area commutation of the data to be purchased.</i>	Applicant / Client	
Proof of Payment (1) Photo Copy And (1) Original Copy  <i>Options for <b>OFF-SITE CASH PAYMENT</b> allow clients to pay the required fees through the Land Bank of the Philippines (LBP) and to send copy of the deposit Slip to the NOSS for verification at the Special Collecting Officer.</i>	Applicant / Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform what product to buy and submit requirements, if any.	1.1. Verify all required documents	None	5 minute/s	<i>Support Staff</i> NAMRIA One-stop Shop
	1.2. Prepare and issue External Client Request (ECR) form		10 minute/s	<i>Support Staff</i> NAMRIA One-stop Shop
	1.3. Issued Order of Payment (OP)		5 minute/s	<i>Support Staff</i> NAMRIA One-stop Shop
2. Pay required Fee	2. Issue Official Receipt (OR)	Product Fee Table	15 minute/s	<i>Special Collecting Officer</i> NAMRIA One-stop Shop
3. Submit Proof of Payment (POP)	3.1. Verify Proof of Payment (POP)	None	2 working days	<i>Support Staff</i> NAMRIA One-stop Shop
	3.2. Prepare product		15 working days	<i>Technical Staff</i> NAMRIA One-stop Shop
4. Submit External Client Request (ECR) form	4. Release specialized or customized products	None	20 minutes	<i>Technical Staff</i> NAMRIA One-stop Shop
<b>TOTAL</b>			17 working days, 55 minutes	



<b>SPECIALIZED OR CUSTOMIZED PRODUCT</b>	<b>UNIT</b>	<b>FEE</b>
<b>Aerial Photographs (printed, digital)</b>		
• scanned Aerial Photographs (10"x10")	photo	600.00
<b>Interferometric Synthetic Aperture Radar</b>		
• (IFSAR)-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
	sq. km.	300.00
	hectare	6.00
• IFSAR-DTM, DSM, ORI (.geotiff)	sheet	3,000.00
	sq. km.	1,000.00
	hectare	2.00
<b>Light Detection And Ranging (Lidar)</b>		
• 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
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



<b>SPECIALIZED OR CUSTOMIZED PRODUCT</b>	<b>UNIT</b>	<b>FEE</b>
Topographic, Administrative, and Special Map (plain paper)	sq.cm.	1.16
Topographic, Administrative, and Special Map (photo paper, matte)	sq. cm.	1.74
Topographic, Administrative, and Special Map (photo paper, glossy)	sq. cm.	2.32 / cm2
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, 10,000/5,000/4,000)	sheet	300.00
Topographic Map (rectified, .jpeg/.tiff, 10,000/5,000/4,000)	sheet	600.00
Customized Maritime Zones and Boundary Maps	sheet	1,500.00
Customized Map Printing (Land Cover, Coastal Resource, Existing Land Use, Slope, Inundation and Other Thematic Maps)		
<ul style="list-style-type: none"> <li>• Ordinary Paper (1.00/sq.in.) <ul style="list-style-type: none"> <li>○ AO (42" x 36")</li> <li>○ A1 (23" x 33")</li> <li>○ A3 (11" x 16")</li> </ul> </li> <li>• Photo Paper (2.00/sq.in.) <ul style="list-style-type: none"> <li>○ AO (42" x 36")</li> <li>○ A1 (23" x 33")</li> <li>○ A3 (11" x 16")</li> </ul> </li> </ul>		
	sheet	1,500.00
	sheet	775.00
	sheet	187.00
	sheet	3,500.00
	sheet	1,520.00
	sheet	350.00
<b>Slope Map with plotting of Technical Descriptions (TD)</b>		<i>Fees inclusive of technical plotting and printing</i>
<ul style="list-style-type: none"> <li>• Residential lot</li> <li>• Agricultural lot</li> <li>• Commercial/Industrial/Institutional lot</li> <li>• Other lot areas (Forestland, NIPAS, Watershed, Pasture, Mining, Reservations, etc.)</li> </ul>		
		1,500.00
		2,500.00
		3,500.00
		5,000.00



## **NAMRIA-05: Request for Free Products and Services**

Clients can request, for free, the following NAMRIA products, in printed and digital format, by visiting our NAMRIA One-stop Shop (NOSS) in Ft. Bonifacio, Taguig City, or making an initial inquiry through:

- Email: [css.gismb@namria.gov.ph](mailto:css.gismb@namria.gov.ph)
- Message us at [www.namria.gov.ph](http://www.namria.gov.ph)
- Social Media: [facebook.com/NAMRIAgovPH](https://facebook.com/NAMRIAgovPH), [x.com/namriagovph](https://x.com/namriagovph)
- Phone-in: (02) 8887-5466 or (02) 8810-4831 to 34 local 401 and 444

<b>PRODUCTS</b>
Administrative Map (over-the-counter)
Aerial Photographs (printed, digital)
Bajo de Masinloc
Certification of Nautical Distances (CND)
Certification of Geodetic Control Points
Civil Reservation Map* (printed)
Coastal Resource Map (digital-shp/jpg @ 300dpi)
Electronic Navigational Chart (ENC)
Environment and Natural Resources (ENR) Statistics
Existing Land Use Map (digital-shp/jpg @ 300dpi)
Fishpond Development Map* (printed)
Forest Reserve/Watershed Forest Reserve Map* (printed)
Geodetic Control Points (GCP) in CSV, KMZ or SHP File Format
Human Resource (HR) Documents or Records: <ul style="list-style-type: none"> <li>• Service Record</li> <li>• Certificate of Employment</li> <li>• Certificate of Employment &amp; Compensation</li> <li>• Certificate of Employment with Actual Duties</li> <li>• Certificate of Last Salary Received</li> <li>• Certificate of Leave Credits</li> <li>• Certificate of Leave Without Pay</li> </ul>



<ul style="list-style-type: none"> <li>• Certificate of No Pending Case</li> <li>• Certification on Actual Services Rendered (CSE-PR)</li> <li>• Employment Contract/ Appointment Paper</li> </ul>
IFSAR, LIDAR
Inundation Map of Coastal Low-Lying Areas (digital-shp/jpg @ 300dpi)
Land Classification Map* (printed)
Land Cover Map (digital-shp/jpg @ 300dpi)
Military Reservation Map* (printed)
National Park Map* (printed)
Nautical Charts (Printed and Raster)
Orthophoto/Orthoimage (raw, processed)
Orthophoto/Orthoimage (printed, digital)
Print-on-Demand (POD) Monument Description Sheet
POD Nautical Charts
POD Topographic Map (for readily available products)
Relief Map of the Philippines
Slope Map (digital-shp/jpg @ 300dpi)
Topographic Map (all scales)

*\*FREE for government offices and only if cost of printing is P1,000.00 or below*

The NAMRIA and Geoportal Philippines (GP) websites, [namria.gov.ph](http://namria.gov.ph) and [geoportal.gov.ph](http://geoportal.gov.ph), respectively, have digital products that can be downloaded directly for free without the need for a request letter.

<b>OFFICE OR DIVISION</b>	NAMRIA One-stop Shop
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C - Government to Citizen G2G - Government to Government
<b>WHO MAY AVAIL</b>	<ol style="list-style-type: none"> <li>Government agencies from the: <ul style="list-style-type: none"> <li>• Executive Branch (Office of the President, Office of the Vice President, Executive Departments, Independent Agencies,</li> </ul> </li> </ol>



	<p>Boards, Commissions and Committees) Legislative Branch (Senate and House of Representatives)</p> <ul style="list-style-type: none"> <li>• Judicial Branch (Supreme Court and Lower Courts), and</li> <li>• Local Government Units (LGU)</li> </ul> <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 a mutual exchange basis.</p>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any Government Valid issued ID ID's from Social Security System, Government Service Insurance System, Commission on Election Voter's ID, Bureau of Internal Revenue Tax Identification Number ID, Land Transportation Office Driver's License, Postal Service ID, Unified Multi-Purpose ID, Professional Regulation Commission ID – (1 original/digital copy)	Applicant / Client
Request Letter (RL) – (1 original/digital copy)	Applicant / Client
<b>For Student Thesis Requirement</b>	
School ID Submit 1 photocopy or digital copy of Registration Form if the school ID not yet available	Applicant / Client
Request letter noted by thesis adviser (1) Original Copy Or (1) Electronic Copy	Applicant / Client
Thesis/Research Proposal Abstract (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Verify all required documents	None	20 minutes	<i>Support Staff</i> NAMRIA One-stop Shop
	1.2 Prepare the External Client Request (ECR)		10 Minutes	<i>Support Staff</i> NAMRIA One-stop Shop



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Approve External Client Request (ECR)		2 days	<i>Administrator</i> Administrator's Office
	1.4. Acknowledge the request		15 minutes	<i>Support Staff</i> NAMRIA One-stop Shop
	1.5. Prepare the requested product		15 days	<i>Technical Staff</i> Client Service Unit - Hydrography Branch  <i>Technical Staff</i> Client Service Unit - Mapping and Geodesy Branch  <i>Technical Staff</i> Client Service Unit - Resource Data Analysis Branch  <i>Technical Staff</i> Client Service Section - Geospatial Information System Management Branch  <i>Support Staff</i> Client Service Unit – Support Services Branch
2. Follow-up request on the date	2. Release data with transmittal letter and issue CS form	None	20 minutes	<i>Technical Staff</i> NAMRIA One-stop Shop
	<b>TOTAL</b>	None	17 days, 1 hour, 5 minutes	



## NAMRIA-06: Evaluation, Certification, and Registration Services

Clients can request evaluation, certification, and registration services by walking in at the NAMRIA One-stop Shop (NOSS) or through the following:

- Email: [oss@namria.gov.ph](mailto:oss@namria.gov.ph)
- Message us at [www.namria.gov.ph](http://www.namria.gov.ph)
- Social Media: [facebook.com/NAMRIAgovPH](https://www.facebook.com/NAMRIAgovPH), [x.com/namriagovph](https://www.x.com/namriagovph)
- Phone-in: (02) 8887-5466 or (02) 8810-4831 to 34 local 401 and 444

EVALUATION, CERTIFICATION, AND REGISTRATION SERVICES
Certification of Offshore Activity (COA)
Certification of Geodetic Control Points
Certification of Municipal Water Map and Technical Description
Certification of Nautical Distances (CND)
Land Classification-Product Related Certifications
Certification of Oceanographic Information (COI)
Certification of Slope Map
Certification of Tide Gauge Benchmark (CTGB)
Digital Level Registration
Evaluation of GNSS Data
Evaluation of Geodetic Leveling Data
GNSS Receiver Registration
Map Certification and Evaluation

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

<b>OFFICE OR DIVISION</b>	NAMRIA One-stop Shop	
<b>CLASSIFICATION</b>	Highly Technical	
<b>TYPE OF TRANSACTION</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
<b>WHO MAY AVAIL</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	



Government Issued 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) Photo Copy or (3) Electronic Copy	Applicant / Client
Special Power of Attorney (If the client is not the lot owner/claimant) (1) Original Copy or (1) Electronic Copy	Applicant / Client
<b>ADDITIONAL REQUIREMENTS FOR CERTIFICATE FOR OFFSHORE ACTIVITY</b>	
Environmental Work Program for Offshore Exploration (EWPOE) received by MGB – (1) Photo Copy or (1) Electronic Copy	Applicant / Client
<b>ADDITIONAL REQUIREMENT FOR LAND CLASSIFICATION PRODUCT-RELATED CERTIFICATIONS</b>	
Request letter from client indicating the specific request, location, date (if necessary) and contact details. (1) Original Copy	Applicant / Client
<b>ADDITIONAL REQUIREMENTS FOR CERTIFICATION OF SLOPE MAP</b>	
Memorandum of Agreement (MOA) Notarized (3 original copies)	PCRD, RDAB through Notarial Public
Original/Transfer Certificate of Title (OCT/TCT), if the document is obscure or blurred, Lot Data Computation/Lot Description or Survey/Sketch Plan of the subject lot parcel may suffice - (1 blueprint/photocopy/ digital copy of AOI) (3) Photo Copy	DENR / LRA - Registry of Deeds
Certified tie point, if the subject lot upon ground verification does not conform with the preliminary plotting vis-a-vis the actual geographic location - (1) Original Copy or (1) Electronic Copy	DENR - LMB / SMD
Special Power of Attorney if the client is not the lot owner/claimant – (1) Photo Copy or (1) Electronic Copy	Client
<b>REQUIREMENTS FOR LEVELING DATA EVALUATION</b>	



Raw leveling data, Fieldnotes, Monument description with picture, KMZ file of the level line (1) Original Copy or (1) Photo Copy or (1) Original Copy	Applicant / Client
<b>REQUIREMENTS FOR GNSS DATA EVALUATION</b>	
GNSS observation data in RINEX format, GNSS Field sheets, Monument description with picture (1) Original Copy or (1) Photo Copy or (1) Original Copy	Applicant / Client
<b>REQUIREMENTS FOR DIGITAL LEVEL REGISTRATION</b>	
Digital level instruments with rods, Raw leveling data, Instrument brand, model and serial number (1) Original Copy or (1) Photo Copy or (1) Original Copy	Applicant / Client
<b>REQUIREMENTS FOR GNSS RECEIVER REGISTRATION</b>	
GNSS observation data in RINEX format, Instrument brand, model and serial number (1) Original Copy or (1) Photo Copy or (1) Original Copy	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1. Verify all the requirements	None	10 minutes	<i>Support Staff</i> NAMRIA One-stop Shop
	1.2. Prepare External Client Request (ECR) form and Order of Payment (OP)		10 minutes	<i>Support Staff</i> NAMRIA One-stop Shop
	1.3. Provide the client with a copy of ECR form and OP		15 minutes	<i>Support Staff</i> NAMRIA One-stop Shop
2. Pay the required fee	2. Start preparing the product	Products Fee Table	1 day	<i>Technical Staff</i> Client Service Unit -



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Hydrography Branch  <i>Technical Staff</i> Client Service Unit - Mapping and Geodesy Branch  <i>Technical Staff</i> Client Service Unit - Resource Data Analysis Branch
3. Submit Proof of Payment (POP)	3.1. Verify POP	None	2 days	<i>Special Collecting Officer</i> NAMRIA One-stop Shop
	3.2. Finish preparing the product		15 days	<i>Technical Staff</i> Client Service Unit - Hydrography Branch  <i>Technical Staff</i> Client Service Unit - Mapping and Geodesy Branch  <i>Technical Staff</i> Client Service Unit - Resource Data Analysis Branch
	3.3. Release the product and OR		15 minutes	<i>Support Staff</i> NAMRIA One-stop Shop
<b>TOTAL</b>			18 days, 50 minutes	



<b>PRODUCTS</b>	<b>UNIT</b>	<b>FEE</b>
Certificate of Offshore Activity (COA)	certificate	2,500.00
Certification of Geodetic Control Points	certificate	180.00
Certification of Municipal Water Map and Technical Description	certificate	5,000.00
	+ per km	50.00
Certification of Nautical Distances (CND)	1 <sup>st</sup> 25 M	180.00
	+ per M	25.00
Certified True Copy of Municipal Water Map and Technical Description, Long size	page	25.00
Land Classification Product-Related Certification	certification	100.00
Certificate of Oceanographic Information (COI)		
• raw hourly heights data per month	per station	360.00
• processed hourly heights data per month	per station	360.00
• times and heights of high and low waters including lunitidal interval of daily heights per month	per station	360.00
• monthly and annual data of mean sea level and other tidal datum planes per month	per station	360.00
• Tide Reducers per month	per station	360.00
• annual mean sea level monthly means	per station	360.00
• highest and lowest tide observed	per station	360.00
• tidal extremes per year	per station	360.00
• tidal data processing and analysis per month	per station	1,000.00
• advance copy of tide prediction per month	per station	360.00
Certification of Slope Map (printed) - Add 10% for Administrative and Miscellaneous fees For lot areas located in Visayas and Mindanao - Add plane fares & Vehicle hire expenses on top of unit price per lot		
• For lot parcels 100 sq.m & below	per lot	P 9,545.00
• > 100 sq.m to 200 sq.m	P 9,545.00 + P10.00/sq.m. in excess of 100 sq.m. to 200 sq.m.	



PRODUCTS	UNIT	FEE
<ul style="list-style-type: none"> <li>&gt; 200 sq.m to 300 sq.m</li> </ul>		P 10,535.00 + 9.00/sq.m. in excess of 200 sq. m. to 300 sq.m.
<ul style="list-style-type: none"> <li>&gt; 300 sq.m. to 400 sq. m.</li> </ul>		P 11,426.00 + 8.00/sq.m. in excess of 300 sq.m. to 400 sq.m.
<ul style="list-style-type: none"> <li>&gt; 400 sq.m. to 500 sq. m.</li> </ul>		P 12,218.00 + 7.00/sq.m. in excess of 400 sq.m. to 500 sq.m.
<ul style="list-style-type: none"> <li>&gt; 500 sq.m. to 1,000 sq. m</li> </ul>		P 12,545.00 plus P 5.00 per sq. m. in excess of 500 sq.m. to 1,000 sq.m.
<ul style="list-style-type: none"> <li>&gt; 1,000 to 5,000 sq.m.</li> </ul>		P 15,045.00 plus P 2.50 per sq. m. in excess of 1,000 sq.m. to 5,000 sq.m.
<ul style="list-style-type: none"> <li>&gt; 5,000 sq.m. to 1 ha</li> </ul>		P 25,045.00 plus P 1.50 per sq.m. in excess of 5,000 sq.m. to 1 ha.
<ul style="list-style-type: none"> <li>&gt; 1 ha. to 2 has.</li> </ul>		P 32,545.00 plus P 0.75 per sq.m. in excess of 1 ha. to 2 has.
<ul style="list-style-type: none"> <li>&gt; 2 has. to 5 has.</li> </ul>		P 40,045.00 plus P 0.50 per sq.m. in excess of 2 has. to 5 has.
<ul style="list-style-type: none"> <li>&gt; 5 has. to 10 has.</li> </ul>		P 55,045.00 plus P 0.20 per sq.m. in excess of 5 has. to 10 has.
<ul style="list-style-type: none"> <li>&gt; 10 has. to 20 has.</li> </ul>		P 65,045.00 plus P1,500.00 per ha. in excess of 10 has. to 20 has.
<ul style="list-style-type: none"> <li>&gt; 20 has. to 30 has.</li> </ul>		P 77,545.00 plus P 1,250.00 per ha. in excess of 20 has. to 30 has.
<ul style="list-style-type: none"> <li>&gt; 30 has. to 50 has.</li> </ul>		P 92,545.00 plus P 1000.00 per ha. in excess of 30 has. to 50 has.
<ul style="list-style-type: none"> <li>&gt; 50 has. to 100 has.</li> </ul>		P112,545.00 plus P 800.00 per ha. in excess of 50 has. to 100 has.
<ul style="list-style-type: none"> <li>&gt; 100 has. to 200 has.</li> </ul>		P 152,545.00 plus P 600.00 per ha. in excess of 100 has. to 200 has.
<ul style="list-style-type: none"> <li>&gt; 200 has. to 500 has.</li> </ul>		P 212,545.00 plus P 400.00 per ha. in excess of 200 has. to 500 has.



PRODUCTS	UNIT	FEE
<ul style="list-style-type: none"> <li>&gt; 500 has. to 1,000 has.</li> </ul>	P 332,545.00 plus P 200.00 per ha. in excess of 500 has to 1,000 has	
<ul style="list-style-type: none"> <li>Above 1,000 has.</li> </ul>	P 432,545.00 plus P 100 per ha. in excess of 1,000 has	
Certificate of Tide Gauge Benchmark (CTGB)	benchmark/ station	180.00
Digital Level Registration	unit	900.00
Evaluation of Geodetic Leveling Data	benchmark	250.00
Evaluation of GNSS Data	pt.	250.00
GNSS Receiver Registration	receiver	900.00
<b>Map Certification and Evaluation</b>		
<ul style="list-style-type: none"> <li>application fee</li> </ul>	certificate	700.00
<ul style="list-style-type: none"> <li>evaluation fee</li> </ul>	cm <sup>2</sup>	0.20
<ul style="list-style-type: none"> <li>certification fee</li> </ul>	certificate	200.00



## **NAMRIA-07: Application for GIS and Other Geomatics Training**

The 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 the Philippine Regulations Commission (PRC). The training program is not automatically registered to CPD but depends on the profession of the participants who enrolled 45 days prior to the training date.

*Certificate of Completion* will be awarded to participants who successfully complete all five (5) days of the training program.

*Certificate of Attendance* will be provided to participants who attend at least three (3) days of the training program.

The NAMRIA also accepts off-site trainings for groups, with a maximum of twenty-five (25) participants.

<b>OFFICE OR DIVISION</b>	Geomatics Training Center (GTC)	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
<b>WHO MAY AVAIL</b>	Individuals who meet the specific qualifications for each course offered can avail.	
	<b>COURSE</b>	<b>QUALIFICATIONS</b>
	Basic Geographic Information System (GIS)	Knowledge in Basic Computer Operation and Windows OS commands
	Basic Hydrography (Module I)	General knowledge of Earth Science and Measurements
	Data Visualization	Knowledge in Microsoft Office products (Excel or MS Access)
	GNSS and PageNet	Knowledge in surveying and computer operation
	GIS for Executives	Participants are preferably supervisors and managerial positions.



CHECKLIST OF REQUIREMENTS		
COURSE	REQUIREMENTS	WHERE TO SECURE
Advanced GIS	Certificate of Basic GIS Training - (1) Photo Copy or (1) Electronic Copy  Certification from the immediate supervisor /employer that the participant is using GIS in their field of work. (1) Photo Copy Or (1) Electronic Copy	NAMRIA - Geomatics Training Center  Applicant / Client
Basic Hydrography (Module II)	Basic Hydrography (Module I)- NAMRIA	NAMRIA - Geomatics Training Center
Unmanned Aerial Vehicle (UAV) Mapping for GIS	Certificate of Basic GIS Training (1) Photo Copy Or (1) Electronic Copy  Certification from the immediate supervisor/employer that the participant is using GIS in the field of work. (1) Photo Copy Or (1) Electronic Copy	NAMRIA - Geomatics Training Center  Applicant / Client
OTHER REQUIREMENTS		
Proof of Payment (POP) – (3 photocopies)  Options for <b>OFF-SITE CASH PAYMENT</b> allow clients to pay the required fees through the Land Bank of the Philippines (LBP) or per instruction of the CSU-SSB Staff during		Applicant / Client
GTC Registration Form – (online) (1) Electronic Copy		<a href="http://www.namria.gov.ph/gtcis/Trainings.aspx">www.namria.gov.ph/gtcis/Trainings.aspx</a>
REQUIREMENTS FOR GROUP APPLICATIONS		
Memorandum of Agreement (MOA) – (3 original copies)		NAMRIA - Geomatics Training Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Verify all required documents	None	15 minutes	<i>Training Staff</i> Geomatics Training Center
	1.2. Prepare External Client Request (ECR)		10 minutes	<i>Support Staff</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	form and Order of Payment (OP)			NAMRIA One-stop Shop
	1.3. Issue OP to client		5 minutes	<i>Support Staff</i> NAMRIA One-stop Shop
<b>2. Application Payment Methods</b>				
<b>Onsite Application</b> 2.A. Pay the required fee	2.A. Issue Official Receipt (OR)	Application Fee Table	10 minutes	<i>Special Collecting Officer</i> NAMRIA One-stop Shop
<b>Offsite Application</b> 2.B. Pay the required fee	2.B. Remind the client to secure a POP from offsite payment		10 minutes	<i>Support Staff</i> NAMRIA One-stop Shop
3. Submit Proof of Payment (POP)/Official Receipt (OR)	3.1 Verify POP	None	1 day	<i>Special Collecting Officer</i> NAMRIA One-stop Shop  <i>Cashier</i> Administrative Division
	3.2. Send the client an acknowledgment email to confirm training application	None	5 minutes	<i>Support Staff</i> NAMRIA One-stop Shop  <i>Media Production Specialist I</i> Geomatics Training Center
*if Onsite Application (Pay required fee)			Application Fee Table	
*if Offsite Application (Pay required fee)			Application Fee Table	



<b>COURSE</b>	<b>COURSE DURATION</b>	<b>UNIT</b>	<b>COURSE FEE (CF)*</b>
Advanced GIS	5 days	person	7,500.00
Advanced GIS (online)	5 days	person	5,000.00
Basic GIS	5 days	person	7,500.00
Basic GIS (online)	5 days	person	5,000.00
Basic Hydrography (Module I online)	5 days	person	5,000.00
Basic Hydrography (Modules I and II)	5 days	person	7,500.00/mod ule
Data Visualization	5 days	person	7,500.00
GIS for Executives	1 day	person	1,500.00
GNSS and PageNet	5 days	person	7,500.00
Global Positioning System (GPS)	5 days	person	7,500.00
Unmanned Aerial Vehicle (UAV) Mapping for GIS	5 days	person	7,500.00
<i>*Group of four female individuals may avail the plus one package for free(4 paying +1 free)</i>			

Training Online package	5 days	maximum of 25 pax	50,000.00
Training Offsite package	5 days	maximum of 25 pax	75,000.00



# INTERNAL SERVICES



## **NAMRIA-08: Internal Client Services (Simple)**

NAMRIA utilizes a 24/7 web-based information system called the Internal Client Request Management System (ICRMS) to facilitate requests between delivery units or offices. The client only needs one step to start off the request, and the system will automatically send notifications at each step of the processing unit actions. The requestor will be notified once the request has been received, approved, processed, and delivered.

Below is the list of records, documents, outputs, and services that can be requested through the ICRMS.

<b>PRODUCT</b>	<b>DELIVERY UNIT</b>
<b>HR Records</b> <ul style="list-style-type: none"> <li>• Service Record</li> <li>• Certificate of Employment</li> <li>• Certificate of Actual Duties and Responsibilities</li> <li>• Certificate of No Pending Administrative Cases</li> <li>• Summary of Leave Credits/Balances</li> <li>• Request for New ID</li> </ul>	Administrative Division – Human Resource Management Section
<b>Communication, Education and Public Awareness (CEPA) Services</b> <ul style="list-style-type: none"> <li>• Photo/Video coverage</li> <li>• Copy of digital photos</li> <li>• Copy of video clips</li> </ul>	Geospatial Information Services Division
<b>Social Media Content Publishing</b> <ul style="list-style-type: none"> <li>• Announcements</li> <li>• Notices/Advisories</li> <li>• Updates</li> </ul>	Geospatial Information Services Division
<b>Website Content Publishing</b> <ul style="list-style-type: none"> <li>• Announcements</li> <li>• Notices/Advisories</li> <li>• Updates</li> </ul>	Geospatial System Development Division
<b>Technical Inspection</b> <ul style="list-style-type: none"> <li>• Buildings</li> <li>• Facilities</li> <li>• Equipment</li> </ul>	Engineering Services Division
<b>Asset Documentation</b> <ul style="list-style-type: none"> <li>• Property Acknowledgement Receipt</li> <li>• Inventory Custodian Slip (ICS)</li> </ul>	Administrative Division-Property and Supply Management Section
<b>Controlled Documents</b> <ul style="list-style-type: none"> <li>• Quality Manual</li> <li>• Quality Management Operations Manual</li> </ul>	Overall Document Controller



<ul style="list-style-type: none"> <li>Forms</li> </ul>	
<b>Official Issuances</b> <ul style="list-style-type: none"> <li>Travel Order</li> <li>Special Order</li> <li>Memorandum Circular</li> <li>Memorandum Order</li> <li>Administrative Order</li> </ul>	Administrative Division - Records Management Section
<b>Planning Documents</b> <ul style="list-style-type: none"> <li>Policies</li> <li>Guidelines</li> <li>Project-related documents</li> </ul>	Policy and Planning Division

<b>OFFICE OR DIVISION</b>	All NAMRIA Delivery Units	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2G - Government to Government	
<b>WHO MAY AVAIL</b>	All NAMRIA Employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
ID - Affidavit of Loss (for Lost ID)	Requesting Personnel	

CLIENT STEPS	DELIVERY UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit authorized request with requirements, if any  <i>Note: Processing starts once the client receives a notification email that the request is received.</i>	1.1 Receive request	None	5 minutes	<i>Receiving Personnel</i>
	1.2 Approve request	None	1 day	<i>Approving Officer</i>
	1.3 Process request	None	1 day	<i>Processing Personnel</i>
	1.4 Deliver request	None	5 minutes	<i>Processing Personnel</i>



CLIENT STEPS	DELIVERY UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Validate and accept delivery of request  <i><b>Note:</b> Client will receive a notification email that the request is delivered.</i>	2. System automatically closes the transaction after 3 days	None	4 hours	<i>Not Applicable</i>
<b>TOTAL</b>			2 days, 4 hours, 10 minutes	



## NAMRIA-09: Internal Client Services (Complex)

NAMRIA utilizes a 24/7 web-based information system called the Internal Client Request Management System (ICRMS) to facilitate requests between delivery units or offices. The client only needs one step to start off the request, and the system will automatically send notifications at each step of the processing unit actions. The requestor will be notified once the request has been received, approved, processed, and delivered.

Below is the list of records, documents, outputs, and services that can be requested through the ICRMS.

PRODUCT	DELIVERY UNIT
<b>Financial Records</b> <ul style="list-style-type: none"> <li>• Certificate of Contributions</li> <li>• Certificate of Remittances</li> <li>• Income Tax Return</li> <li>• Tax Certificate</li> </ul>	Financial and Management Division
<b>Information System Technical Support</b> <ul style="list-style-type: none"> <li>• Updating of Libraries</li> <li>• Generating Reports</li> <li>• User Training</li> <li>• Access Support</li> <li>• Infographics</li> </ul>	Geospatial System Development Division
<b>Communication, Education and Public Awareness (CEPA) Services</b> <ul style="list-style-type: none"> <li>• Speeches</li> <li>• Messages</li> <li>• Review of articles</li> </ul>	Geospatial Information Services Division

<b>OFFICE OR DIVISION</b>	All NAMRIA Delivery Units	
<b>CLASSIFICATION</b>	Complex	
<b>TYPE OF TRANSACTION</b>	G2G - Government to Government	
<b>WHO MAY AVAIL</b>	All NAMRIA Employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Not Applicable	Not Applicable	



CLIENT STEPS	DELIVERY UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit authorized request with requirements, if any  <i>Note: Processing starts once the client receives a notification email that the request is received.</i>	1.1 Receive request	None	5 minutes	<i>Receiving Personnel</i>
	1.2 Approve request	None	1 day	<i>Approving Officer</i>
	1.3 Process request	None	5 days	<i>Processing Personnel</i>
	1.4 Deliver request	None	5 minutes	<i>Processing Personnel</i>
2. Validate and accept delivery of request  <i>Note: Client will receive a notification email that the request is delivered.</i>	2. System automatically closes the transaction after 3 days	None	4 hours	<i>Not Applicable</i>
<b>TOTAL</b>			6 days, 4 hours, 10 minutes	



## NAMRIA-10: Request for Vehicle Services

NAMRIA employees can request official vehicle use through the NAMRIA Vehicle Management System (NVMS). The NVMS is a 24/7 web-based information system developed internally to serve the transportation needs of NAMRIA employees. This service is a one-step transaction that would only require the employee to lodge the request. There are no disapproved requests as long as vehicles are available on the service date.

<b>OFFICE OR DIVISION</b>	Engineering Services Division (ESD) – Support Services Branch (SSB)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G - Government to Government			
<b>WHO MAY AVAIL</b>	All employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
<b>CLIENT STEPS</b>	<b>DELIVERY UNIT ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit authorized request  <i>Note: Waiting time is pre-arranged by the requesting client.</i>	1.1 Receive authorized request	None	5 minutes	<i>Receiving Personnel</i> Transport Management Section (TMS)
	1.2 Approve request	None	1 day	<i>Approving Officer</i> TMS
	1.3 Confirm request approval with client	None	5 minutes	<i>Processing Personnel</i> TMS
2. Use vehicle service	2. Drive to pick-up point	None	15 minutes	<i>Vehicle Driver</i> TMS
<b>TOTAL</b>			1 day, 25 minutes	



## **NAMRIA-11: Request for Maintenance of Information, Communication and Technology (ICT) Resources**

NAMRIA employees can request the repair of desktops and laptops, as well as software and network support, through the Information, Communications, and Technology Resources Management Information System (ICTRMIS).

<b>OFFICE OR DIVISION</b>	Geospatial Information, Communications, and Technology Division (GICTD) – Geospatial Information System Management Branch (GISMB)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G - Government to Government			
<b>WHO MAY AVAIL</b>	All employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Request desired service	1.1 Receive request	None	1 minute	<i>Receiving Personnel</i> GICTD
	1.2 Deliver request	None	1 day	<i>Technical Staff</i> GICTD
2 Sign and acknowledge Technical Inspection Report (TIR)	2. Verify and Sign TIR	None	5 minutes	<i>Division Chief</i> GICTD
<b>TOTAL</b>			1 day, 6 minutes	



## FEEDBACK AND COMPLAINT MECHANISMS

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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"> <li>• +632 88875466 or</li> <li>• +632 88104831 local 444 – CSS GISMB</li> <li>• +632 88104831 local 750 – CSU RDAB</li> <li>• +632 88104831 local 612 – CSU MGB</li> <li>• +632 82413494 – CSU HB</li> <li>• +632 88105453 – CSU SSB</li> </ul> <p>Email information:</p> <ul style="list-style-type: none"> <li>• oss@namria.gov.ph – NAMRIA One-stop Shop (OSS)</li> <li>•</li> </ul>
How feedbacks are processed	<p>The NAMRIA OSS compiles all feedback results from the 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>
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 <a href="https://forms.gle/RKC5ye9NqJGqUnP97">https://forms.gle/RKC5ye9NqJGqUnP97</a>):</p> <ul style="list-style-type: none"> <li>• Full name and contact information of the complainant/commenter</li> <li>• Narrative of the complaint/commendation</li> <li>• Pieces of evidence</li> <li>• Name of the unit or person being complained/commended</li> </ul>



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<p>How complaints/commendations are processed</p>	<p>All complaints/commendations 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/commendations received on a daily basis.</p> <p>For commendations, the CART shall record all commendations and acknowledge the commenter, if necessary.</p> <p>For complaints, 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 <a href="mailto:citizenscharter@namria.gov.ph">citizenscharter@namria.gov.ph</a>.</p>
<p>Contact Information of PCC, CSC, ARTA, CCB</p>	<ul style="list-style-type: none"> <li>• 8888 – Presidential Complaints Center</li> <li>• 0908-8816565 – CSC Contact Center ng Bayan</li> <li>• 8478-5093 – Anti-Red Tape Authority</li> <li>• 0908-881-6565 (SMS) – Contact Center ng Bayan</li> </ul>



## LIST OF OFFICES

OFFICE	CONTACT INFORMATION	
	DIRECT	LOCAL
<b>OFFICE OF THE ADMINISTRATOR</b> 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
<b>HYDROGRAPHY BRANCH</b> 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
<b>MAPPING AND GEODESY BRANCH</b> 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
<b>RESOURCE DATA ANALYSIS BRANCH</b> 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
<b>GEOSPATIAL INFORMATION SYSTEM MANAGEMENT BRANCH</b> 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
<b>SUPPORT SERVICES BRANCH</b> 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
Human Resource Development Section 458 210/21		