Citizen's Charter No. GISMB/GISD-01

Name of Office	:	**Client Service Unit (CSU), Geospatial Information Services Division-Geospatial Information Systems Management Branch (GISD-GISMB), National Mapping and Resource Information Authority**
Frontline Service	:	**Provision of Digital Maps and Customized Products and Services**
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 (+632-8875466), Mail, and Online (oss@namria.gov.ph)**

No. [A]	CLIENT ACTIVTY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request desired product/service	Receive request Check completeness of information provided in the request Check availability of request For request requiring highly technical applications and multiple data sources, send a request to the other Branch CSUs using the Client Request Management System (CRMS). ☆ Provide the detached copy of Acknowledgement receipt	 **JEFF N. HUNT** Information System Researcher I **MARLON A. MARIÑAS** Information Systems Analyst II	1 day	Visitor's Slip Client Order Slip (COS)	
2	Inspect the product Confirm purchase Fill out COS Fill out Memorandum of Agreement (MOA)	Check completeness of form Endorse the MOA to the GISD-GISMB chief	 **JEFF N. HUNT** Information System Researcher I **MARLON A. MARIÑAS** Information Systems Analyst II	5 minutes	COS MOA	Digital Data: ₱300.00/Mb Printed: Matte - ₱1.00/inch Glossy – ₱2.00/inch
		Endorse MOA to the Branch Director	 **MARIA ROMINA DR. PE BENITO** Information Officer V	2 minutes	MOA	
		Review, sign, and endorse the MOA to the Administator	 **JOHN SANTIAGO F. FABIC** GISMB Director	2 minutes	MOA	
		Sign the MOA	 **Usec. PETER N. TIANGCO, PhD** Administrator		MOA	
		Sign the MOA for less than ₱10,000.00 amount of product/service (Notary public for more than ₱10,000.00 amount of product/service)	 **CONCEPCION A. BRINGAS** Chief, Administrative Division	2 minutes	MOA	
		Receive the signed MOA	 **JEFF N. HUNT** Information System Researcher I **MARLON A. MARIÑAS** Information Systems Analyst II	2 minutes		
3	Secure Order of Payment from the Accounting Section	Issue Order of Payment	 **JEFFERSON D. CARINGAL** Account Officer III		Order of Payment	

4	Present the Order of Payment to the Cashier and pay the required fee	Process payment and issue Official Receipt (OR)	 **JULIET I. VILLANUEVA** Cashier II		OR	
5	Receive OR from Cashier	Review OR	 **JEFF N. HUNT** Information System Researcher I **MARLON A. MARIÑAS** Information Systems Analyst II	1 minute		
6	Fill out the client feedback portion of the Visitor's Slip	Check completeness of form Release the product Encode the request details in the NAMRIA Products and Services Information System (NPASIS)	 **JEFF N. HUNT** Information System Researcher I **MARLON A. MARIÑAS** Information Systems Analyst II	5 minutes	COS	
7	For ***returning clients***: Fill out the Client Needs Assessment (CNA) form	Check completeness of the form Encode CNA survey details in NPASIS Compile the documents: COS, MOA	 **JEFF N. HUNT** Information System Researcher I **MARLON A. MARIÑAS** Information Systems Analyst II	2 minutes	CNA	
				Total Duration: **Digital maps and customized products and services –** **1 day and 21 minutes** **☆ Requests requiring highly technical applications and multiple data sources –** **20 working days with the provision of an extension as the need arises**		**Note:** **Amount of fees excludes the cost of pre-paid courier service**