






Citizen's Charter No. MGB/OD-01

- Name of Office** : **Office of the Director, Mapping and Geodesy Branch (MGB)
National Mapping and Resource Information Authority**
- Frontline Service** : **Processing of Documents for the Provision of MGB Data**
- Schedule of Availability of Service** : **Monday – Friday, 8:00 AM – 5:00 PM**
- Who May Avail of the Service** : **External Clients**
- How to Avail of the Service** : **Walk-In, Phone-In (884-28-44, 884-28-36), Registered Mail and E-mail (oss@namria.gov.ph)**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION* [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Forward document/s received with instruction from the Office of the Administrator →	Record and forward the document/s ↓	 LAILAH B. GEALONE Cartographer II	5 minutes	Routing Slip	
		Review and endorse the document/s ↓	 OFELIA T. CASTRO Assistant Director	5 minutes		

		<p>Review and issue instruction to the concerned division for appropriate action</p> <p style="text-align: center;">↓</p>	 <p style="text-align: center;">RUEL DM. BELEN Director</p>	<p style="text-align: center;">10 minutes</p>		
		<p>Prepare the requested data; Act on the instruction</p> <p style="text-align: center;">↓</p>	 <p style="text-align: center;">NICANDRO P. PARAYNO Chief, Photogrammetry Division (PD)</p>  <p style="text-align: center;">BRIAN A. DELA CRUZ Chief, Cartography Division (CD)</p>	<p style="text-align: center;">Simple (1-3 days) Complex (4-15 days)</p>		



RONALDO C. GATCHALIAN
Chief, Geodesy Division (GD)









CELEDONIO D.J. PILI
Chief, Reprography and Printing
Division (RPD)






Review and endorse the
document/s






OFELIA T. CASTRO
Assistant Director

5 minutes

		<p>Review and endorse letter/memo-reply</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">RUEL DM. BELEN Director</p>	<p style="text-align: center;">1 day</p>	
		<p>Review and endorse the letter/memo-reply for the Administrator's approval</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">JOSE C. CABANAYAN JR. Deputy Administrator</p>	<p style="text-align: center;">1 day</p>	
		<p>Approve letter/memo-reply</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">DR. PETER N. TIANGCO, CESO I Administrator</p>	<p style="text-align: center;">1 day</p>	

	<p>Photocopy/Scan for filing and forward the QR-coded letter/memo-reply to the Information and Client Service Unit/concerned division for releasing</p> <p style="text-align: center;"></p>	<p style="text-align: center;"> LAILAH B. GEALONE Cartographer II</p>	10 minutes		
	<p>Release the letter/memo-reply and data</p> <p style="text-align: center;"></p>	<p style="text-align: center;"> NELMA B. BRAVO Cartographer I (PD)</p> <p style="text-align: center;"> ROSANITA E. CELIZ Cartographer I (CD)</p>			

			 <p>MARA ANNALYN S. ODTOHAN Project Development Assistant I (GD)</p>  <p>NILDA G. BANCUYO Project Development Assistant II (RPD)</p>			
2	<p>Receive the data, prepare the Memorandum of Agreement, and fill out the Client Acceptance portion of the Client Request Form and the Client Needs Assessment for returning clients</p>				<p>Client Request Form Client Needs Assessment Form</p>	
				<p>Total Duration: Simple: 1-3 days and 35 minutes Complex: 4-15 days and 35 minutes</p>		

*Depends on the data required/requested