

**Citizen's Charter No. RDAB/GID-01**





**Name of Office** : **Geospatial Integration Division, Resource Data Analysis Branch  
National Mapping and Resource Information Authority**








**Frontline Service** : **Provision of Thematic 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, Registered Mail and E-mail: (02-884-2867 telefax, [icsu\\_rs@namria.gov.ph](mailto:icsu_rs@namria.gov.ph), [oss@namria.gov.ph](mailto:oss@namria.gov.ph), [records@namria.gov.ph](mailto:records@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	Request for Desired Products/Services <i>(*Multiple products request</i>  Fill out and Submit Accomplished Form 	Accept Request from the Director's Office  Record in the Log Book  Check Completeness of Information Provided in the Form	 <b>ERWIN R. DEL ROSARIO</b> Administrative Aide VI RDAB Information and Client Services Unit (ICSU)	Within 5 minutes	Client Request Form (CRF) (Digital and Customized Products)  Letter Request	
		Dessimation to GID Technical Staff/RDAB Divisions	 <b>JOSEPHINE O. FERRER</b> Supervising Remote Sensing Technologist RDAB Information and Client Services Unit (ICSU)	1 minute		

		<p>Check Availabiliy of Data</p> <p>Show Available Data Samples</p> <p>Provide Product Cost</p> <p>Prepare Order of Payment (OP)</p> <p>Prepare the Product</p> 	GID Technical Staff	<p>Simple : 1-2 days</p> <p>Complex : 3-10 days</p>	<p>Quotations from concerned units</p> <p>O.P.</p>	
2	<p>Secure Order of Payment with Control Number</p>  	Controlled OP	 <p><b>JEFFERSON D. CARINGAL</b> Account Officer II</p>		O.P. with Control Number.	
3	<p>Pay for the Products/Services availed</p>  	Issue Official Receipt (O.R.)	 <p><b>JULIET I. VILLANUEVA</b> Cashier</p>		O.R.	

4.	<p>Present the Official Receipt</p> <p style="text-align: right;">➔</p> <p>Sign Memorandum of Agreement (MOA)</p> <p>Fill out the Feedback Portion of CRF and Client Needs Assessment Form (returning client)</p> <p style="text-align: right;">⬇</p>	<p>Inspect O.R./Secure Photocopy</p> <p>Check completeness of information provided in the MOA and other forms</p> <p>Provision of Products/Services</p>	<p style="text-align: center;">GID Technical Staff</p>	<p style="text-align: center;">10 minutes</p>	<p>O.R.</p> <p>Signed MOA</p> <p>CRF</p> <p>Client Needs Assessment Form</p>	
5	<p>Received and inspect requested products</p> <p>Fill out Acceptance Portion of CRF</p> <p style="text-align: right;">➔</p>	<p>Encode the client informations, O.R .number and feedback on the GID Client Database</p> <p style="text-align: center;">⬇</p> <p>Collate all the Divisions Client Database and Client Need Assessment Forms and submit to main ICSU every first week of the proceeding month</p>	<div style="text-align: center;">  <p><b>PINKY T. DE CHAVEZ</b> Sr. Remote Sensing Technologist RDAB Information and Client Services Unit (ICSU)</p> </div>		<p>CRF</p>	
				<p><b>Total Duration:</b></p> <p><b>Simple :</b> <b>1-2 days and 16mins.</b></p> <p><b>Complex :</b> <b>3-10 days and 16 mins.</b></p>	<p><b>Note:</b></p> <p><b>Total time duration and fees depend on the requested area and product format (digital or hardcopy).</b></p>	