














Citizen's Charter No. RDAB/LRDAD-01

- Name of Office** : Land Resource Data Analysis Division (LRDAD), Resource Data Analysis Branch
National Mapping and Resource Information Authority
- Frontline Service** : Provision of Land Cover 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 (Tele fax 8842861, icsu_rs@namria.gov.ph, 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 Product/Service 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	 MICHAEL ANGELO F. RUIZ Project Development Officer I	Within 5 minutes	Client Request Form (CRF) (Digital and Customized Products) Letter Request	
		Check Availability of Data Show Available Data Samples Provide Product Cost Prepare Order of Payment (OP)	 MARKCHIEL R. ORGAS Remote Sensing Tech. II	Simple-1.5 hour	Quotations O.P.	Digital Data 2003 1,100.00/Map Tile 2010 P2,400.00/Map Tile 2015 0.012 / ha.

		Prepare the Product	 <p>HERMIE GIL M. LANGCAY Remote Sensing Tech. II</p>  <p>MARGIE T. PARINAS Remote Sensing Tech. II</p>	Complex- 5 working days		<p>Analogue Map</p> <p>Ordinary Paper</p> <p>A0 size – P1,890.00 A1 size – P 900.00 A2 size – P 460.00 A3 size – P 220.00</p> <p>Glossy Paper</p> <p>A0 size – P3,400.00 A1 size – P1,700.00 A2 size – P 800.00 A3 size – P 400.00</p>
2	Secure Order of Payment with Control Number	Controlled OP	 <p>JEFFERSON D. CARINGAL Accountant Officer II</p>		O.P. with Control Number	
3	Pay for the Products / Services Availed	Issue Official Receipt (OR)	 <p>JULIET I. VILLANUEVA Cashier</p>		O.R.	

4	<p>Present the OR </p> <p>Sign of Memorandum of Agreement (MOA)</p> <p>Fill out the Feedback Portion of CRF and Client Needs Assessment Form (for returning Client) </p>	<p>Inspect O. R./Secure Photo Copy</p> <p>Check Completeness of information Provided in the MOA and Other Forms</p> <p>Provision of Products</p>	 <p>MARKCHIEL R. ORGAS Remote Sensing Tech. II</p>	10 minutes	<p>O.R.</p> <p>Signed MOA</p> <p>CRF</p> <p>Client Needs Assessment Form</p>	
5	<p>Receive and Inspect Requested Products</p> <p>Fill out Acceptance Portion of CRF</p>	<p>Encode the Client Informations, OR Number and Feedback on the LRDAD Client Database</p> <p></p> <p>Submit Client Database to ICSU RDAB</p>	 <p>MICHAEL ANGELO F. RUIZ Project Development Officer I</p>  <p>PINKY T. DE CHAVEZ Sr. Remote Sensing Technologist</p>		CRF	
				Total Duration: Simple		Note: Total fees depends on the requested area,

				1 hour & 45 minutes Complex 5 working days and 15 minutes		edition and product format (digital or hardcopy).
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