

Citizen's Charter No. RDAB/OD-01






Name of Office : **Office of the Director (Director and Asst. Director), Resource Data Analysis Branch
National Mapping and Resource Information Authority**





Frontline Service : **Provision of RDAB Data**






Schedule of Availability of Service : **Monday – Friday, 8:00 AM – 5:00 PM**







Who May Avail of the Service : **Different stakeholders**





How to Avail of the Service : **Walk-In , Phone-In (tele-fax) or Registered Mail and E-Mail (884-28-57, icsu_rs@namria.gov.ph, records@namria.gov.ph)**

| No. [A] | CUSTOMER ACTIVITY [B] | RDAB ACTION [C] | OFFICE/PERSON RESPONSIBLE/ LOCATION [D] | DURATION * [E] | DOCUMENTARY REQUIREMENT S [F] | AMOUNT OF FEES [G] |
|------------|---|---|--|----------------------|--|--------------------------|
| 1 | Submit letter request addressed to the NAMRIA Administrator  | Encode Document from the Administrator's Office  |  MARLENE V. ESOSO Administrative Assistant II | 10 minutes | Letter Request | None |
| | | Review and endorsement of documents (Director or Asst. Director, RDAB)  |  RIJALDIA N. SANTOS, PhD Director, Resource Data Analysis Branch | 5 minutes | | |

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| | | |  <p>BENJAMIN P. BALAIS OIC Assistant Director, Resource Data Analysis Branch</p> | | | |
| | | <p>Forward to the ICSU / Concerned Division for Appropriate Action</p> <ul style="list-style-type: none"> - Preparing/processing the requested data - Preparing letter-reply <p style="text-align: center;"></p> | <p>JOSEPHINE O. FERRER (Supvg. Remote Sensing Tech.) VIOLETA A. QUILIZA (Chief, Geospatial Integration Division) BEATA D. BATADLAN (Chief, Land Classification Division) RAUL T. MAGABO (OIC, Land Resource Data Analysis Division) FEDIRICO D. MACARAEG (Chief, Physiography and Coastal Resources Division)</p> | <p>-simple (1- 3days) -complex (4- 8days)</p> | | |
| | | <p>Review and endorsement of the Reply Letter (Dir./Asst. Dir., RDAB)</p> <p style="text-align: center;"></p> |  <p>BENJAMIN P. BALAIS OIC Assistant Director, Resource Data Analysis Branch</p> | <p>10 minutes</p> | | |

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| | | |  <p>RIJALDIA N. SANTOS, PhD Director, Resource Data Analysis Branch</p> | | |
| | | <p>Review and endorsement of letter reply for Administrator's approval EFREN P. CARANDANG DA for RDAB and GISMB</p>  |  <p>EFREN P. CARANDANG Deputy Administrator</p> | 7 minutes | |
| | | <p>Approval of Final Letter to Administrator</p>  |  <p>Usec. PETER N. TIANGCO, PhD Administrator</p> | 5 minutes | |

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| | | <p>Copy/Scan Approved Reply Letter for filing</p>  |  <p>MARLENE V. ESPOSO Administrative Assistant II</p> | 10 minutes | | |
| | | <p>Forward the approved original letter reply to the ICSU / concerned Division for releasing</p>  | <p>JOSEPHINE O. FERRER (Supvg. Remote Sensing Tech.) VIOLETA A. QUILIZA (Chief, Geospatial Integration Division) BEATA D. BATADLAN (Chief, Land Classification Division) RAUL T. MAGABO (OIC, Land Resource Data Analysis Division) FEDERICO D. MACARAEG (Chief, Physiography and Coastal Resources Division)</p> | <p>-Feedback client for pick-up of data. -Forward to records section for dispatch</p> | | |
| 2 | <p>Secure Order of Payment</p> <p>Pay for the data</p>  | <p>Issue Order of Payment</p>  |  <p>JEFFERSON D. CARINGAL Account Officer II</p> | | <p>Order of Payment</p> <p>Official Receipt</p> | |

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|---|---|--|--|---|--|--|
| |  | Accept payment and issue Official Receipt |  JULIET I. VILLANUEVA Cashier | | | |
| 3 | Sign Memorandum of Agreement (MOA) Fill out Client Satisfaction Form and Client Needs Assessment Form  | Compile MOA, CSF and CNA Form and Submit to documents to Branch ICSU |  MARLENE V. ESPOSO Administrative Assistant II | | Memorandum of Agreement (MOA) Client Satisfaction Form and Client Needs Assessment Form | |
| | | | | Total duration: Simple: 1-3 working days and 47 minutes Complex: 9 working days and 47 minutes | | |

***depending on the type and volume of documents**