

Citizen's Charter No. OA-01





Name of Office : **Office of the Administrator
National Mapping and Resource Information Authority**







Frontline Service : **Processing of Documents for the Provision of NAMRIA Data/Information**


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, Facsimile, Registered Mail and E-mail (810-5471/admtr_namria@yahoo.com/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 | Submit letter/memorandum to Records Management Section  | Receive and record the document/s, attach routing slip, and forward the document/s to the Administrator's Office  | Records Management Section Staff | 3 minutes | Letter/Memorandum | None |
| | | Receive, record, and forward the document/s to the Chief of Staff (CoS)  |  MARIA SIBYL E. BELLEN Administrative Officer IV (HRMO II) | 3 minutes | Letter/Memorandum Routing Slip | |




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| | | |  <p>JURETA B. JAVIER Seaman First Class</p> | | | |
| | | Review and endorse the document/s to the Administrator  |  <p>ROWENA E. BONGALOS Chief of Staff (CoS)</p> | 3 minutes | | |
| | | Approve/Disapprove the request, give instructions through marginal note, and endorse the document/s to the concerned Deputy Administrator/s (DAs) and or Branch/es  |  <p>Usec. PETER N. TIANGCO, PhD Administrator</p> | 3 minutes | | |
| | | Give instructions and endorse the document/s to the concerned divisions  | <p>Concerned DAs/ Branches</p> | 3 minutes | | |

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| | Process the data/information requested and draft letter/memo-reply ↓ | Concerned Divisions | Simple - 1 to 3 days Complex - 4 to 8 days | | |
| | Review and endorse the letter/memo-reply to the concerned DAs ↓ | Concerned Branches | 10 minutes | | |
| | For Resource Data Analysis Branch (RDAB), Geospatial Information System Management Branch (GISMB), and ISO Certification Concerns | | | | |
| | Receive, record, and forward the document/s to the DA ↓ |  JANE B. RAGAY Project Development Assistant IV | 3 minutes | | |

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| | | <p>Review and endorse the document/s to the Administrator</p>  |  <p>EFREN P. CARANDANG DA for RDAB and GISMB</p> | <p>3 minutes</p> | <p>Routing Slip</p> | |
| | <p>For Mapping and Geodesy Branch (MGB), Hydrography Branch (HB), and Performance Management Concerns</p> | | | | | |
| | | <p>Receive, record, and forward the document/s to the DA</p>  |  <p>MA. CORAZON S. FACTUAR Administrative Aide VI</p>  <p>HAYFA L. EMBAT Project Development Assistant III</p> | <p>3 minutes</p> | | |

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| | | <p>Review and endorse the document/s to the Administrator</p>  |  <p>JOSE C. CABANAYAN JR. DA for MGB and HB</p> | <p>3 minutes</p> | <p>Routing Slip</p> | |
| | <p>For Support Services Branch and Administrative Matters</p> | | | | | |
| | | <p>Receive, record, and forward the document/s to the CoS</p>  |  <p>BREYNDON O. MANIGOS Administrative Officer II</p>  <p>ALLYSSA C. PADILLA Project Development Officer III</p> | <p>3 minutes</p> | | |

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| | | |  <p>AMELITA M. CALUNSAG Data Processor III</p> | | | |
| | | Review and endorse the document/s to the Administrator  |  <p>ROWENA E. BONGALOS Chief of Staff</p> | 3 minutes | | |
| | | Conduct final review and approve/sign the document/s  |  <p>USEC. PETER N. TIANGCO, PHD Administrator</p> | 3 minutes | | |
| | | Assign Quick Response (QR) code, scan, and forward the document/s to the concerned Office of the Director  |  <p>BREYNDON O. MANIGOS Administrative Officer II</p> | 10 minutes | | |

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| | | |  ALLYSSA C. PADILLA Project Development Officer III  AMELITA M. CALUNSAG Data Processor III Office of the Director | | | |
| |  | Release/dispatch the signed document/s | | | | |
| 2 | Receive data/information requested and fill out the Client Acceptance portion of the Client Request Form and the Client Needs Assessment Form for returning clients | | | | | Client Request Form Client Needs Assessment Form |
| | | | | | | Total Duration: Simple: 1-3 working days and 47 minutes Complex: 4-8 working days and 47 minutes |