

























Citizen's Charter No. MGB/OD-01

- Name of Office** : Office of the Director, Mapping and Geodesy Branch
National Mapping and Resource Information Authority
- Frontline Service** : Provision of MGB Data
- Schedule of Availability of Service** : Monday – Friday, 8:00 AM – 5:00 PM
- Who May Avail of the Service** : External and Internal Clients
- How to Avail of the Service** : Official Letter of Request, Walk-In , Phone-In or Advance Order through E-mail Communication

No. [A]	CUSTOMER ACTIVITY [B]	MGB ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION * [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Submit letter request to the Office of the Administrator 	Encode document from the Administrator's Office 	 LAILAH B. GEALONE Cartographer II	10 minutes	Letter Request	
		Review and endorse document (Dir./Asst. Dir., MGB) 	 RUEL DM. BELEN Director, MGB  OFELIA T. CASTRO Asst. Director, MGB			Depends on the data requested and volume

		<ul style="list-style-type: none"> - Prepare/process the requested data - Draft letter-reply <div style="text-align: center; margin-top: 20px;">  </div>	<p>NICANDRO P. PARAYNO (Chief, Photo. Division)</p> <p>BRIAN A. DELA CRUZ (Chief, Carto. Division)</p> <p>RONALDO C. GATCHALIAN (Chief, Geodesy Division)</p> <p>CELEDONIO DJ. PILI (Chief, Printing Division)</p>	<p>-simple (1-3days) -complex (4-8days)</p>		
		<p>Review and endorse reply letter (Dir./Asst. Dir., MGB)</p> <div style="text-align: center; margin-top: 20px;">  </div>	<div style="text-align: center;">  <p>RUEL DM. BELEN Director, MGB</p>  <p>OFELIA T. CASTRO Asst. Director, MGB</p> </div>	<p>10 minutes</p>		
		<p>Review and endorse letter reply for Administrator's approval</p> <div style="text-align: center; margin-top: 20px;">  </div>	<div style="text-align: center;">  <p>JOSE C. CABANAYAN, JR Deputy Administrator for HB and MGB</p> </div>	<p>7 minutes</p>		

		<p>Approve/sign reply letter</p> 	 <p>DR. PETER N. TIANGCO Administrator</p>	5 minutes		
		<p>Copy/Scan Approved Reply Letter for filling</p> 	 <p>LAILAH B. GEALONE Cartographer II</p>	10 minutes		
		<p>Forward the approved original letter reply to the concerned Division for releasing</p>	<p>NELMA BRAVO (Photo. Division)</p> <p>ROSANITA CELIZ (Carto. Division)</p> <p>MARA ANNALYN ODTOHAN (Geodesy Division)</p> <p>NILDA BANCUYO (Printing Division)</p>	<p>-Feedback client for pick-up of data</p> <p>-forward to records section for dispatch</p>		

2	Secure Order of Payment Pay for the data 	Issue Order of Payment 	 JEFFERSON D. CARINGAL Account Officer II	1 minute	Order of Payment Official Receipt	
		Accept payment and issue Official Receipt	 JULIET I. VILLANUEVA Cashier	3 minutes		
3	Sign Memorandum of Agreement (MOA) Fill out Client Satisfaction Form and Client Needs Assessment Form 	Compile MOA, CSF and CNA Form; Submit documents to NAMRIA main ICSU	 LAILAH B. GEALONE Cartographer II		Memorandum of Agreement (MOA) Client Satisfaction Form and Client Needs Assessment Form	
				Total duration: Simple: 4 days and 46 minutes Complex: 6 days and 46 minutes		

*depending on volume of documents