

Citizen's Charter No. RDAB/LRDAD-01






Name of Office : **Land Resource Data Analysis Division, 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, Mail**

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 	 VITAS T. VALENCIA Administrative Aide VI	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) Prepare the Product	 MARKCHIEL R. ORGAS Remote Sensing Tech. II	Simple-1 hour Complex- 5 days	Quotations O.P.	Digital Data P2,400.00/Map Tile Analogue Map AO size- P1,500.00 A1 size- P775.00 A2 size – P378.00 A3 size – P193.00

2	Secure Order of Payment with Control Number 	Controlled OP	 JEFFERSON D. CARINGAL Accountant Officer II	1 minute	O.P. with Control Number	
3	Pay for the Products / Services Availed  	Issue Official Receipt (OR)	 JULIET I. VILLANUEVA Cashier	3 minutes	O.R.	
4	Present the OR  Sign of Memorandum of Agreement (MOA) Fill out the Feedback Portion of CRF and Client Needs Assessment Form (for returning Client) 	Inspect O. R./Secure Photo Copy Check Completeness of information Provided in the MOA and Other Forms Provision of Products	 MARKCHIEL R. ORGAS Remote Sensing Technologist II	10 minutes	O.R. Signed MOA CRF Client Needs Assessment Form	

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 style="text-align: center;"></p> <p>Submit Client Database to ICSU RDAB</p>	<p style="text-align: center;"> VITAS VALENCIA Administrative Aide VI</p> <p style="text-align: center;"> PINKY T. DE CHAVEZ Sr. Remote Sensing Technologist</p>		CRF	
				<p>Total Duration:</p> <p>Simple 1 hour & 19 minutes</p> <p>Complex 5 days and 19 minutes</p>		