


















**Citizen's Charter No. RDAB/GID-01**






**Name of Office** : **Information Client Service Unit, Resource Data Analysis Branch**  
**Frontline Service** : **Provision of Thematic Data (Multi-Layer)**  
**Schedule of Availability of Service** : **Monday – Friday, 8:00 AM – 5:00 PM**  
**Who May Avail of the Service** : **DENR Central/Regional Offices, PENROs/CENROs, LGUs, Private Clients/Entities, Academe & Nongovernment Organizations**  
**How to Avail of the Service** : **Walk-in, registered mail or e-mail/online and phone calls**


No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]
1	<b>WALK-IN CLIENTS</b>  Inquire data availability   Fill- up Client Order Slip 	Check availability of data and estimate cost  Records request  	  <b>Erwin R. del Rosario</b> Administrative Aide VI	5 min.	Accomplished Client Order Slip  Log Book
	Signs MOA	Provision of digital / print copies  1. Process request 2. Prepare MOA 3. Prepare Order of Payment	GID Technical Staff	2 min. 5 min.	Signed MOA
		Simple Theme:  Multiple Themes		10 - 15 / 30 min.  Minimun of 1 hr.	

<p><b>1</b></p>	<p><b>EMAIL / LETTER REQUESTS</b></p> <ul style="list-style-type: none"> <li>• Send back signed documents with accomplished Client Feedback form</li> <li>• Remit payment as applicable</li> </ul> 	<ol style="list-style-type: none"> <li>1. Instruction from the Administrator</li> <li>2. Check availability of data and estimate cost</li> <li>3. Contact client for confirmation</li> <li>4. Process request</li> <li>5. Send transmittal letter / MOA/ and other related documents</li> </ol>	<p>GID Technical Staff</p>	<p>3 – 5 days</p>	<p>Response Letter</p> <p>Signed MOA &amp; other related documents</p> <p>Official Receipt</p>
<p><b>2</b></p>	<p>Proceed to the Accounting Section for Order of Payment control number</p>  	<p>Provide Order of Payment Control Number</p>	 <p><b>Enriqueta V. Ramos</b> Project Development Officer III</p>	<p>2 minutes</p>	<p>Order of Payment with Control No.</p>
<p><b>3</b></p>	<p>Payment to the cashier</p> 	<p>Process payment and issue OR</p>	 <p><b>Juliet I. Villanueva</b> Cashier</p>	<p>2 minutes</p>	<p>Official Receipt</p>

<p><b>4</b></p>	<p>Receive OR from the Cashier and proceed to the data provider</p> <p>Fill-up Client Feedback Form</p> 	<ol style="list-style-type: none"> <li>1. Inspect OR</li> <li>2. Photocopy OR</li> <li>3. Release of data</li> </ol>	<p>Concerned Technical Staff</p>	<p>2 minutes</p>	<p>Filled-up feedback form</p>
		<ol style="list-style-type: none"> <li>1. Check completeness of forms</li> <li>2. Endorse MOA to the Division Chief</li> </ol> 	 <p><b>Josephine O. Ferrer</b> Supervising Remote Sensing Technologist RDAB ICSU</p>	<p>2 minutes</p>	<p>Routed MOA</p>
		<p>Endorse MOA to the Branch Director</p> 	 <p><b>Violeta A. Quiliza</b> Chief, GID</p>	<p>2 minutes</p>	

		<p>Review, sign and endorse the MOA to the Administrator</p>	 <p><b>Benjamin P. Balais</b> OIC-Assistant Director, RDAB</p>  <p><b>Rijaldia N. Santos, Ph.D.</b> Director, RDAB</p>	<p>*2 minutes</p> <p>*2 minutes</p>	
		 <p>Affix initial on the documents</p>	 <p><b>Efren P. Carandang</b> <b>CESO III</b> Deputy Administrator</p>	<p>*2 minutes</p>	

		Signs the MOA  	 <b>Dr. Peter N. Tiangco,</b> <b>CESO I</b> Administrator	*2 minutes	MOA with signatures affixed
		Receives the signed from the Office of the Administrator  	 <b>Marlene V. Esposito</b> Administrative Assistant II	*1 Minute	Log Book
		Records the processed documents for filing	 <b>Erwin R. del Rosario</b>	2 minutes	Log Book

		<ul style="list-style-type: none"> <li>- Encode the client informations and feedback on the GID Client Database</li> <li>- Collate all the Divisions Client Database and Client Need Assessment Forms and submit to main ICSU every first week of the proceeding month</li> </ul>	 <p><b>Pinky T. De Chavez</b> Sr. Remote Sensing Technologist RDAB Information and Client Services Unit (ICSU)</p>	<p>*2 minutes</p>	<p>Client Database (digital)</p>
<p><b>Note:</b> No cost indicated for products and services since the price shall depend on the size of data/ paper, customized for the clients request needs.</p>				<p><b>Walk-in, Simple themes: 54 minutes</b> <b>Multiple themes: 1 hour and 24 minutes</b></p> <p><b>Letter/ Email: 3 or 5 days and 12 minutes</b></p>	