















Citizen's Charter No. RDAB/LCD-01






- Name of Office** : Land Classification Division, Resource Data Analysis Branch
Frontline Service : Provision of Lands Classification Map
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]	AMOUNT OF FEES [G]
1	Request / Inquiry for LC Maps	 <ul style="list-style-type: none"> - Acceptance of request - Client Log-in 	 <p>June Crisel M. Odejar Project Development Assistant IV</p>  <p>Jeskje Jhone D. Ilagan Data Processor III</p>	2 minutes	Letter-request Log Book	




		<p><i>For Walk-in Client:</i></p> <ul style="list-style-type: none"> - Assess the client needs request - Check availability of data request - Provide cost-estimates 	<div data-bbox="1133 146 1335 347" data-label="Image"> </div> <p>Renato P. Esperanza Engineer III</p> <div data-bbox="1128 461 1335 667" data-label="Image"> </div> <p>Jeskie Jhone D. Ilagan Data Processor III</p>	<p>15 minutes</p>		
		<p><i>For Letter/Email</i></p> <ul style="list-style-type: none"> - Assess the client needs request - Check availability of data request - Prepare reply-letter on the available data with its corresponding cost or - Over the phone conversation with client to detail needs/ required documents regarding the requested data 	<div data-bbox="1137 802 1339 1003" data-label="Image"> </div> <p>Renato P. Esperanza Engineer III</p> <div data-bbox="1128 1128 1335 1334" data-label="Image"> </div> <p>Jeskie Jhone D. Ilagan Data Processor III</p>	<p>30 minutes</p>		





2	Fill out Client Order Slip (upon confirmation) 	- Check completeness of form	 Jeskje Jhone D. Ilagan Data Processor III	1 minute	Client Order Slip Order of Payment MOA1-MOA2	
		- Review and Approve requested LC Map	 Estela C. Gumabon Supervising Remote Sensing Technologist  Beata D. Batadlan Division Chief	3 minutes		
		- Prepare order of payment	 Jeskje Jhone D. Ilagan	3 minutes		
		- Prepare / Print copy/ies of LC Maps	Jeskje Jhone D. Ilagan (Mon & Fri) Data Processor III	5 minutes/LC Map		P 180/sheet (1-8 sq.ft)




			 <p>John Vincent T. Valencia (Tues & Thurs) Data Processor III</p>  <p>Mario Gabriel R. Orantia (Wed) Research Assistant III</p>			
3	Proceed to the Accounting Section for Order of Payment control number 	- Provide Order of Payment Control Number	 <p>Enriqueta V. Ramos Project Development Officer III</p>	2 minutes	Order of Payment	
4	Pay to the cashier 	- Process payment and issue OR	 <p>Juliet I. Villanueva Cashier</p>	2 minutes	Order of Payment with Control Number Official Receipt	

5	<p>Receive OR from the Cashier and proceed to the data provider</p> 	<ul style="list-style-type: none"> - Inspect OR - Photocopy OR 	 <p>Jeskie Jhone D. Ilagan (Mon & Fri) Data Processor III</p>  <p>John Vincent T. Valencia (Tues & Thurs) Data Processor III</p>  <p>Mario Gabriel R. Orantia (Wed) Research Assistant III</p>	2 minutes		
6	<p>Fill out MOA-1/MOA-2 (for above P 1, 000 printing cost)</p>	<ul style="list-style-type: none"> - Check completeness of forms - Endorse the MOA-1/MOA-2 to the Division Chief 	 <p>Estela C. Gumabon Supervising Remote Sensing Technologist</p>	2 minutes		

		<ul style="list-style-type: none"> - Endorse MOA-1/MOA-2 to the Branch Director 	 <p>Beata D. Batadlan Chief, LCD</p>	2 minutes		
		 Recording of outgoing documents	 <p>June Crisel M. Odejar Project Development Assistant IV</p>	2 minutes		
		<ul style="list-style-type: none"> - Review, sign and endorse the MOA-1/MOA-2 to the Administrator 	 <p>Benjamin Balais OIC-Assistant Director, RDAB</p>	2 minutes		
			 <p>Rijaldia N. Santos, Ph.D. RDAB Director</p>	2 minutes		

		<p>- Sign the MOA-1/MOA-2</p>	 <p>Efren P. Carandang CESO III Deputy Administrator</p>  <p>Dr. Peter N. Tiangco, CESO I Administrator</p>	<p>2 minutes</p> <p>2 minutes</p>		
		<p>- Receive the signed MOA-1/MOA-2 from the Office of the Administrator</p>	 <p>Marlene V. Esposito Administrative Assistant II</p>	<p>1 minute</p>	<p>- Log Book</p>	

7	Receive the product and inspect	<ul style="list-style-type: none"> - Record and Release the product/s - Fill-up /sign the gate pass 	 <p>Jeskie Jhone D. Ilagan (Mon & Fri) Data Processor III</p>  <p>John Vincent T. Valencia (Tues & Thurs) Data Processor III</p>  <p>Mario Gabriel R. Orantia (Wed) Research Assistant III</p>	3 minutes	Log Book	
8	Fill-up Client feedback form and Client Needs Assessment (for returning client)	<ul style="list-style-type: none"> - Receive Client Feedback and Client Need Assessment form 	 <p>Jeskie Jhone D. Ilagan (Mon & Fri) Data Processor III</p>	5 minutes	<ul style="list-style-type: none"> - Client Order Slip (Feedback) - Client Need Assessment 	

		<ul style="list-style-type: none"> - Encode the client informations and feedback on the LCD Client Database - Recording of outgoing documents 	 <p>Jeskie Jhone D. Ilagan Data Processor III</p>  <p>June Crisel M. Odejar Project Development Assistant IV</p>	<p>5 minutes</p>	<p>Client Database (digital)</p>	
		<ul style="list-style-type: none"> - Receive the monthly Client Database and Client Need Assessment Form every first week of the preceding month 	 <p>Pinky T. De Chavez Sr. Remote Sensing Technologist RDAB Information and Client Services Unit (ICSU)</p>	<p>1 minute</p>		

Total Duration

Walk- in: 1 hour & 4 minutes

Letter/ Email : 1 hour and 19 minutes