























Citizen's Charter No. RDAB/LRDAD-01




- Name of Office** : Land Resource Data Analysis Division, Resource Data Analysis Branch
Frontline Service : Provision of Thematic Data
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 & Non-government 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 for Kand Cover Data 	<p><i>For Customized Products and Services:</i></p> <ul style="list-style-type: none"> - Acceptance of request - Client Log-in 	 Vitas T. Valencia Clerk	2 minutes	Letter-request Log Book	
		<p><i>For Walk-in Client, Letter & Email Request</i></p> <ul style="list-style-type: none"> - Assess the client needs request - Check availability of data requested and - Cost-estimates 	 Markchiel R. Orgas Remote Sensing Technologist II	15 minutes		



		<p><i>For Letter/Email Request (additional flow)</i></p> <ul style="list-style-type: none"> - Prepare reply-letter informing available data with its corresponding cost or - Over the phone conversation with client to detail needs/ required documents regarding the requested data 	 <p>Markchiel R. Orgas Remote Sensing Technologist II</p>	30 minutes	Response Letter (for mail & Email)	
2	Fill out Client Order Slip (upon confirmation)	<ul style="list-style-type: none"> - Check completeness of form - Prepare the available requested land cover data print or digital - Prepare order of payment - Prepare MOA-1/MOA-2 	 <p>Markchiel R. Orgas Remote Sensing Technologist II</p>  <p>Hermie Gil M. Langcay Remote Sensing Technologist II</p>	3 hours	Client Order Slip Order of Payment MOA-1/MOA-2	<p>Digital data = Php 2,400.00/map tile</p> <p>Analogue AO size= 1,500.00 A1 size= 775.00 A2 size= 387.00 A3 size= 193.00</p>

3	Proceed to the Accounting Section for Order of Payment control number  	<ul style="list-style-type: none"> - Provide Order of Payment Control Number 	 Enriqueta V. Ramos Project Development Officer III	2 minutes	Order of Payment with Control No.	
4	Payment to the cashier  	<ul style="list-style-type: none"> - Process payment and issue OR 	 Juliet I. Villanueva Cashier	2 minutes	Official Receipt	
5	Receive OR from the Cashier and proceed to the data provider 	<ul style="list-style-type: none"> - Inspect OR - Photocopy OR 	 Markchiel R. Orgas Remote Sensing Technologist II	2 minutes		

6	Signature on MOA-1/MOA-2 	<ul style="list-style-type: none"> - Check completeness of forms - Endorse the MOA-1/MOA-2 to the Division Chief 	 Cornelio S. Tolentino Supervising Remote Sensing Technologist	2 minutes		
		<ul style="list-style-type: none"> - Endorse MOA-1/MOA-2 to the Branch Director 	 Raul T. Magabao Chief, LRDAD	*2 minutes		
		<ul style="list-style-type: none"> - Review, sign and endorse the MOA-1/MOA-2 to the Administrator 	 Benjamin P. Balais OIC-Assistant Director, RDAB	*2 minutes		

			 <p>Rijaldia N. Santos, Ph.D. RDAB Director</p>			
		<p>- Sign the MOA-1/MOA-2</p> <p style="text-align: center;">↓</p>	 <p>Efren P. Carandang CESO III Deputy Administrator</p>  <p>Dr. Peter N. Tiango, CESO I Administrator</p>	<p>*2 minutes</p> <p>*2 minutes</p>	<p>MOA with signatures affixed</p>	

		<ul style="list-style-type: none"> - Receive the signed MOA-1/MOA-2 from the Office of the Administrator 	 <p>Marlene V. Esposito Administrative Assistant II</p>	*1 Minute	<ul style="list-style-type: none"> - Log Book 	
		<ul style="list-style-type: none"> - Record and Release the product/s 	 <p>Markchiel R. Orgas Remote Sensing Technologist II</p>	*2 minutes	<ul style="list-style-type: none"> Log Book 	
7	<p>Inspect and receive the requested data. Fill-up Client feedback form and Client Needs Assessment</p>	<ul style="list-style-type: none"> - Receive Client Feedback and Client Need Assessment form  <ul style="list-style-type: none"> - Encode the client informations and feedback on the GID Client Database 	 <p>Markchiel R. Orgas Remote Sensing Technologist II</p>	<p>*5 minutes</p> <p>*2 minutes</p>	<ul style="list-style-type: none"> - Client Feedback Form - Client Need Assessment - Client Database (digital) 	

			 <p>Vitas T. Valencia Clerk III</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>	*1 minute	Client Database (digital)	
Note: Computation for the time is per map sheet Time with * are not included in the computation				Total Duration Walk- in: 3 hours & 32 minutes Letter/ Email : 4 days & 02 minutes		