




















Citizen's Charter No. RDAB/PCRD-01






- Name of Office** : **Physiography and Coastal Resource Division, Resource Data Analysis Branch**
Frontline Service : **Provision of Slope 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 & Nongovernment Organizations**
How to Avail of the Service : **Walk-in, registered mail or e-mail/online, 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 Slope Data  	<p><i>For Customized Products and Services:</i></p> <ul style="list-style-type: none"> - Acceptance of request - Client Log-in <p style="text-align: center;"></p> <hr/> <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 	 <p>Roselyn Gola Receiving Clerk</p> <hr/>  <p>Roselyn Gola</p>	2 minutes 15 minutes	Letter-request Log Book	

		<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>Aisa A. Martinez Technical staff</p>  <p>Leana Natividad Technical staff</p>	30 minutes	Response Letter (for snail mail & Email)	
2	<p>Fill out Client Order Slip (upon confirmation)</p> 	<ul style="list-style-type: none"> - Check completeness of form - Prepare order of payment - Prepare MOA-1/MOA-2 	 <p>Roselyn Gola Receiving Clerk</p>	10 minutes	Client Order Slip Order of Payment MOA1-MOA2	

		<p>Slope verification and mapping</p> <ul style="list-style-type: none"> - Plotting by lot parcels - LGUs development planning purposes & other client/s requirements (i.e. DAR & academe research purposes) 	 <p>Feliciano M. Balatazar XIII Senior Remote Sensing Technologist</p>  <p>Aisa A. Martinez Technical staff</p>  <p>Leana Natividad Technical staff</p>	<p>6 hours (w plotting)</p> <p>2 hours (slope only)</p>		<ul style="list-style-type: none"> • P 1,586.00 Minimum of ten (10) lots • P 100.00/lot in excess of 10 lots • P0.02/hectare
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3	Proceed to the Accounting Section for Order of Payment control number 	- 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 	- 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 	- Inspect OR - Photocopy OR	 Roselyn Gola Receiving Clerk	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 	 <p>Marlo M. Baetiong Supervising Remote Sensing Technologist</p>	2 minutes		
		<ul style="list-style-type: none"> - Endorse MOA-1/MOA-2 to the Branch Director 	 <p>Federico D. Macaraeg Chief, PCRD</p>	*2 minutes		

- Review, sign and endorse the MOA-1/MOA-2 to the Administrator








Benjamin P. Balais
OIC-Assistant Director,
RDAB




*2 minutes




Rijaldia N. Santos, Ph.D.
RDAB Director

*2 minutes

		<p>- Sign the MOA-1/MOA-2</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">Efren P. Carandang, CESO III Deputy Administrator</p> <p style="text-align: center;"></p> <p style="text-align: center;">Dr. Peter N. Tiangco, CESO I Administrator</p>	<p style="text-align: center;">*2 minutes</p> <p style="text-align: center;">*2 minutes</p>	<p>MOA with signatures affixed</p>	
		<p>- Receive the signed MOA-1/MOA-2 from the Office of the Administrator</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">Marlene V. Esposito Administrative Assistant II</p>	<p style="text-align: center;">*1 Minute</p>	<p>- Log Book</p>	

		<ul style="list-style-type: none"> - Record and Release the product/s 	 <p>Roselyn Gola</p>	2 minutes	Log Book	
7	Inspect and receive the requested data. 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>Roselyn Gola</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 PCRDR Client Database 	 <p>Leana Natividad Technical staff</p>		Client Database (digital)	

		<ul style="list-style-type: none"> - Collate all the Divisions Client Database and Client Need Assessment Forms and submit to main ICSU 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>*2 minutes</p>		
<p>Note: Computation for the time is per map sheet Time with * are not included in the computation</p>				<p>Walk-in, W/ TD: 6 hours and 32 minutes Letter/ Email W/O TD: 1 hour and 32 minutes W/ TD: 7 to 8 hours W/O TD: 2 to 4 hours</p>		