

Citizen's Charter No. RDAB/GID-01





Name of Office : **Geospatial Integration Division, Resource Data Analysis Branch
National Mapping and Resource Information Authority**









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 : **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 Products/Services <i>(*Multiple products request</i> 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	 ERWIN R. DEL ROSARIO Administrative Aide VI RDAB Information and Client Services Unit (ICSU)	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	GID Technical Staff	Simple : 1-2 days Complex : 3-10 days	Quotations from concerned units O.P.	

2	<p>Secure Order of Payment with Control Number</p>  	Controlled OP	 <p>JEFFERSON D. CARINGAL Account Officer II</p>	1 minute	O.P. with Control Number.	
3	<p>Pay for the Products/Services availed</p>  	Issue Official Receipt (O.R.)	 <p>JULIET I. VILLANUEVA Cashier</p>	3 minutes	O.R.	
4.	<p>Present the Official Receipt</p>  <p>Sign Memorandum of Agreement (MOA)</p> <p>Fill out the Feedback Portion of CRF and Client Needs Assessment Form (returning client)</p> 	<p>Inspect O.R./Secure Photocopy</p> <p>Check completeness of information provided in the MOA and other forms</p> <p>Provision of Products/Services</p>	GID Technical Staff	10 minutes	<p>O.R.</p> <p>Signed MOA</p> <p>CRF</p> <p>Client Needs Assessment Form</p>	

5	<p>Received and inspect requested products</p> <p>Fill out Acceptance Portion of CRF</p> 	<p>Encode the client informations, O.R .number and feedback on the GID Client Database</p>  <p>Collate all the Divisions Client Database and Client Need Assessment Forms and submit to main ICSU every first week of the proceeding month</p>	 <p>PINKY T. DE CHAVEZ Sr. Remote Sensing Technologist RDAB Information and Client Services Unit (ICSU)</p>		CRF	
				<p>Total Duration:</p> <p>Simple : 1-2 days and 19mins.</p> <p>Complex : 3-10 days and 19 mins.</p>		