

Citizen's Charter No. RDAB/LCD-01



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




Frontline Service : **Provision of Land Classification Maps and Issuance of Certification**







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	Accept Request Record in the Log Book	 JUNE CRISEL M. ODEJAR Project Development Assistant IV	Within 5 minutes	Letter Request	
	Fill out and Submit Accomplished Form	Check Completeness of Information Provided in the Form	 JESKIE JHONE D. ILAGAN Data Processor III (Mon & Fri)	2 minutes	Client Request Form(CRF)(Digital and Customize Products)	

			 <p>JOHN VINCENT T. VALENCIA (Tues & Thurs) Data Processor III</p>  <p>MARIO GABRIEL R. ORANTIA (Wed) Research Assistant III</p>			
		<p style="text-align: center;">↓</p> <p>Check Availability of Data</p> <p>Show Available Data Samples</p> <p style="text-align: center;">↓</p>	 <p>RENATO P. ESPERANZA Engineer III</p>	30 minutes		

<p>Provide Product Cost</p> <p>Prepare Order of Payment (OP)</p> <p>Prepare the Product</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">JESKIE JHONE D. ILAGAN (Mon & Fri) Data Processor III</p> <p style="text-align: center;"></p> <p style="text-align: center;">JOHN VINCENT T. VALENCIA (Tues & Thurs) Data Processor III</p> <p style="text-align: center;"></p> <p style="text-align: center;">MARIO GABRIEL R. ORANTIA (Wed) Research Assistant III</p>	7 minutes	Order of Payment	<p>P180.00 for the first 8sq.ft. plus P30.00 per sq.ft. of map sheet or fraction thereof: Plus P25.00 Certification fee per Land Classification (LC) Map sheet</p> <p>P100.00 Certification fee for no record of Forestry Administrative Order (FAO)/LC Map</p>
<p>Prepare Memorandum of Agreement (MOA) (for above P 1, 000 Printing Cost)</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;">JUNE CRISEL M. ODEJAR Project Development Assistant IV</p>	5 minutes	MOA	

		<p>Review Requested Product</p> <p>Sign Certified True Copy of Requested Products</p>	 <p>ESTELA C. GUMABON Supervising Remote Sensing Technologist</p>  <p>BEATA D. BATADLAN Division Chief</p>	5 minutes	Signed Certified copy/ies of product/s	
						
2	Secure (OP) with Control Number	Controlled OP	 <p>JEFFERSON D. CARINGAL Account Officer II</p>	1 minute	OP with Control Number	
	 					
3	Pay for the Products/Service availed	Issue Official Receipt (OR)	 <p>JULIET I. VILLANUEVA Cashier</p>	2 minutes	O.R.	
	 					

4	<p>Present the Official Receipt </p> <p>Sign of 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>	 <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>	10 minutes	<p>O.R.</p> <p>Signed MOA</p> <p>CRF</p> <p>Client Needs Assessment Form</p>	
---	--	---	---	------------	--	--

5	Received and inspect requested product			5 minutes	Client Database (digital)	
	Fill out Acceptance Portion of CRF →	Encode the client information, O.R number and feedback on the LCD Client Database ↓	JESKIE JHONE D. ILAGAN Data Processor III			
		Submit Client Database to ICSU RDAB			Client Database (digital)	
				Total Duration: 1 hour and 12 minutes		