

**Citizen's Charter No. RDAB/OD-01**





**Name of Office** : **Office of the Director, Resource Data Analysis Branch (RDAB)  
National Mapping and Resource Information Authority**





**Frontline Service** : **Processing of Documents for the Provision of RDAB Data**

**Schedule of Availability of Service** : **Monday – Friday, 8:00 AM – 5:00 PM**

**Who May Avail of the Service** : **External and Internal Clients**

**How to Avail of the Service** : **Walk-In, Phone-In, Facsimile, and Mail**

No. [A]	CUSTOMER ACTIVITY [B]	NAMRIA ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Forward document/s received from the Office of the Administrator 	Encode document/s 	 <b>MARLENE V. ESPOSITO</b> Administrative Assistant II   <b>NURIGEM R. NAVARRO</b> Administrative Assistant I	5 minutes	Routing Slip	None

			 <p><b>ROVILLA R. QUIMING</b> Project Development Officer I</p>			
		<p>Review and endorse document/s to the Information and Client Service Unit (ICSU)/concerned division for appropriate action</p> 	 <p><b>RIJALDIA N. SANTOS, Ph.D.</b> Director</p>  <p><b>BENJAMIN P. BALAIS</b> OIC Assistant Director</p>	5 minutes		

Prepare/process requested data and memo/letter-reply for the provision of RDAB data



**JOSEPHINE O. FERRER**  
Supervising Remote Sensing  
Technologist/RDAB ICSU







**VIOLETA A. QUILIZA**  
Chief, Geospatial Integration  
Division













**BEATA D. BATADLAN**  
Chief, Land Classification  
Division

Simple:  
1-3 days

Complex:  
4-8 working  
days\*

			 <p><b>RAUL T. MAGABO</b> OIC, Land Resource Data Analysis Division</p>  <p><b>FEDERICO D. MACARAEG</b> Chief, Physiography and Coastal Resources Division</p>			
		Review and endorse memo/letter-reply  	 <p><b>BENJAMIN P. BALAIS</b> OIC Assistant Director</p>	10 minutes		

			 <p><b>RIJALDIA N. SANTOS, Ph.D.</b> Director</p>			
		<p>Review and endorse memo/letter-reply for the Administrator's approval</p> 	 <p><b>EFREN P. CARANDANG</b> Deputy Administrator</p>	3 minutes		
		<p>Approve memo/letter-reply</p> 	 <p><b>DR. PETER N. TIANGCO, CESO I</b> Administrator</p>	3 minutes		

		<p>Photocopy/Scan for filing and forward the QR-coded memo/letter-reply to ICSU/concerned division for releasing</p> <p style="text-align: center;"></p>	<p style="text-align: center;"></p> <p style="text-align: center;"><b>MARLENE V. ESPOSO</b> Administrative Assistant II</p> <p style="text-align: center;"></p> <p style="text-align: center;"><b>NURIGEM R. NAVARRO</b> Administrative Assistant I</p> <p style="text-align: center;"></p> <p style="text-align: center;"><b>ROVILLA R. QUIMING</b> Project Development Officer I</p>	10 minutes		
		<p>Feedback client for pick-up of data or forward memo/letter-reply to Records Management Section for dispatch</p>	<p><b>ICSU</b> <b>Concerned Division</b> <b>Records Management Section</b></p>			

2	Receive the data, sign the Memorandum of Agreement, and fill out the Client Acceptance portion of the Client Request Form and the Client Needs Assessment for returning clients				Client Request Form Client Needs Assessment Form	
				<b>Total Duration:</b> <b>Simple: 1-3 days and 36 minutes</b> <b>Complex: 4-8 working days and 36 minutes</b>		

**\*Depends on the data required/requested**