

Citizen's Charter No. OA-01





Name of Office : **Office of the Administrator
National Mapping and Resource Information Authority**







Frontline Service : **Processing of Documents for the Provision of NAMRIA Data/Information**





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, 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	Submit letter/memorandum to Records Management Section 	Receive and record the document/s, attach routing slip, and forward the document/s to the Administrator's Office 	Records Management Section Staff	3 minutes	Letter/Memorandum	None
		Receive, record, and forward the document/s to the Chief of Staff (CoS) 	 MARIA SIBYL E. BELLEN Administrative Officer I (Records Officer I)	3 minutes	Letter/Memorandum Routing Slip	




			 <p>JURETA B. JAVIER Seaman First Class</p>			
		Review and endorse the document/s to the Administrator 	 <p>ROWENA E. BONGALOS Chief of Staff (CoS)</p>	3 minutes		
		Approve/Disapprove the request, give instructions through marginal note, and endorse the document/s to the concerned Deputy Administrator/s (DAs) and or Branch/es 	 <p>DR. PETER N. TIANGCO, CESO I Administrator</p>	3 minutes		
		Give instructions and endorse the document/s to the concerned divisions 	<p>Concerned DAs/ Branches</p>	3 minutes		

	<p>Process the data/information requested and draft letter/memo-reply</p> 	Concerned Divisions	<p>Simple - 1 to 3 days Complex - 4 to 8 days</p>		
	<p>Review and endorse the letter/memo-reply to the concerned DAs</p> 	Concerned Branches	<p>10 minutes</p>		
<p>For Resource Data Analysis Branch (RDAB), Geospatial Information System Management Branch (GISMB), and ISO Certification Concerns</p>					
	<p>Receive, record, and forward the document/s to the DA</p> 	 <p>JANE B. RAGAY Project Development Assistant IV</p>	<p>3 minutes</p>		

		<p>Review and endorse the document/s to the Administrator</p> 	 <p>EFREN P. CARANDANG DA for RDAB and GISMB</p>	<p>3 minutes</p>	<p>Routing Slip</p>	
	<p>For Mapping and Geodesy Branch (MGB), Hydrography Branch (HB), and Performance Management Concerns</p>					
		<p>Receive, record, and forward the document/s to the DA</p> 	 <p>MA. CORAZON S. FACTUAR Administrative Aide VI</p>  <p>HAYFA L. EMBAT Project Development Assistant III</p>	<p>3 minutes</p>		

		<p>Review and endorse the document/s to the Administrator</p> 	 <p>JOSE C. CABANAYAN JR. DA for MGB and HB</p>	<p>3 minutes</p>	<p>Routing Slip</p>	
	<p>For Support Services Branch and Administrative Matters</p>					
		<p>Receive, record, and forward the document/s to the CoS</p> 	 <p>BREYNDON O. MANIGOS Administrative Officer II</p>  <p>ALLYSSA C. PADILLA Project Development Officer III</p>	<p>3 minutes</p>		

			 <p>AMELITA M. CALUNSAG Data Processor III</p>			
		Review and endorse the document/s to the Administrator 	 <p>ROWENA E. BONGALOS Chief of Staff</p>	3 minutes		
		Conduct final review and approve/sign the document/s 	 <p>DR. PETER N. TIANGCO, CESO I Administrator</p>	3 minutes		
		Assign Quick Response (QR) code, scan, and forward the document/s to the concerned Office of the Director 	 <p>BREYNDON O. MANIGOS Administrative Officer II</p>	10 minutes		

			 ALLYSSA C. PADILLA Project Development Officer III  AMELITA M. CALUNSAG Data Processor II Office of the Director			
		Release/dispatch the signed document/s				
2	Receive data/information requested and fill out the Client Acceptance portion of the Client Request Form and the Client Needs Assessment Form for returning clients				Client Request Form Client Needs Assessment Form	
				Total Duration: Simple: 1-3 days and 47 minutes Complex: 4-8 days and 47 minutes		