

1.1. Provision of Maps (Complex)

This service covers the processing and preparation of customized maps based on the specific requirements of business establishments, private individuals and other organizations.

The preparation of customized maps is subject to the availability of existing shapefile maintained by the office.

Office or Division	City Planning and Development Office- Research Information System Statistics Division			
Classification	Complex			
Type of Transaction	Government to Business (G2B); Government to Citizens (G2C); Government to Government (G2G)			
Who may avail	General Public, Private Institutions, Government Offices			
Checklist of Requirements		Where to Secure		
1. Request Letter specifying the kind of map and purpose or duly accomplished request form		Requesting Party/ City Planning & Development Office – Administrative Division		
2. Any Storage Device or E-mail Address		Requesting Party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Personnel Responsible
1. Submit Duly Accomplished Request Form or Detailed Request Letter.	<p>1.1. If Request Form: RISSD personnel receives and reviews the accomplished form and issues an Acknowledgement Receipt.</p> <p>1.2. If Request Letter: Administrative Division receives the letter and forwards it to RISSD for processing.</p>	None	5 Minutes	<i>Administrative Aide II / Administrative Assistant III City Planning and Development Office</i>
2. Receives the acknowledgement receipt or a file copy of their request letter.	2. Evaluates the request as to availability.	None	10 Minutes	<i>Draftsman II/ Computer File Librarian City Planning and Development Office</i>
IF MAP IS AVAILABLE				
	3. Forwards the request to the Division Chief to approve the request.	None	30 minutes	<i>Draftsman II/ Computer File Librarian City Planning and Development Office</i>
3. Receive Order of Payment.	4. Prepares and Issues Order of Payment indicating the applicable fees.	See Annex 1	10 Minutes	<i>Draftsman II/ Computer File Librarian City Planning and Development Office</i>

Client Steps	Agency Action	Fees to be paid	Processing Time	Personnel Responsible
4. Pay the required fee at the City Treasurer's Office (CTO) and secure the Official Receipt.	5. City Treasurer's Office personnel receive payment and issue Official Receipt.	---	---	<i>CTO Personnel</i>
5. Present the Official Receipt to the assigned personnel or email a copy of the receipt.	6. Record the Official Receipt Number.	None	5 Minutes	<i>Draftsman II/ Computer File Librarian City Planning and Development Office</i>
	7. Process the requested map via QGIS	None	6 days	<i>Draftsman II/ Computer File Librarian City Planning and Development Office</i>
6. Receive the requested map. 6.1. If via storage device: Sign the Request Form acknowledging receipt. 6.2. If via email: Acknowledge receipt through return email.	8. Releases the requested map via storage device or email and records the transaction in the Electronic Logbook.	None	5 Minutes	<i>Draftsman II/ Computer File Librarian City Planning and Development Office</i>
TOTAL PROCESSING TIME IF MAP IS AVAILABLE:			6 days, 1 hour and 5 mins	
IF MAP IS UNAVAILABLE				
3. Receives notification of unavailability of request.	3. Notify the client of the unavailability of map thru email, SMS, verbal or a written document and refer to the right agency.	None	5 Minutes	<i>Draftsman II/ Computer File Librarian City Planning and Development Office</i>
TOTAL PROCESSING TIME IF MAP IS UNAVAILABLE:			15 minutes	

The provision of maps via Geographic Information System (GIS) falls under R.A. 7160 Section 476 and Ordinance No. 8, series of 2010.

* Please note that the processing time is intended for one client. The time shall be extended when there are two or more clients.

* Processing time transacting with other offices which are prerequisite in the provision of map is not included.

* G2G transaction is free of charge.