










**Citizen's Charter No. HB-NCD-01**

**Name of Office** : **Nautical Charting Division, Hydrography Branch**  
**Frontline Service** : **Provision of Electronic Navigational Chart**  
**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 (632-241 3494 loc. 128) and E-mail (oss@namria.gov.ph)**

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request desired product   Fill out Client Request Form and submit accomplished form 	Accept request  Check completeness of information provided in the form  Check/Verify availability product  Show available data sample	 <b>BAI DYANNA G. SINSUAT</b> Lieutenant Senior Grade	10 minutes	Client Request Form  Client Order Slip	

2	<p>Inspect the product Confirm purchase</p> <p style="text-align: center;">↓</p>	<p>Prepare and package product Writes ENC cell requested on CD</p> <p>Verify / Approve the product</p>	<div style="text-align: center;">   <b>BAI DYANNA G. SINSUAT</b>  Lieutenant Senior Grade </div> <div style="text-align: center; margin-top: 20px;">   <b>TITA P. CRUZ</b>  OIC, Nautical Charting Division </div>	<p>15 minutes per CD</p> <p>5 minutes</p>		<p>Php 800.00 (large-scale)  Php 600.00 (small-scale)  Php 200.00 (per update)</p>
3	<p>Secure order of payment at Map Sales Office</p> <p>Pay at the Map Sales Office</p> <p>Sign MOA ↓</p>	<p>Prepare order of payment</p> <p>Receive payment</p> <p>Issue official receipt</p>	<div style="text-align: center;">   <b>MARILOU B. CINCO</b>  Seaman Third Class </div>		<p style="text-align: center;">Order of Payment  Memorandum of Agreement</p>	

4	<p>Submit copy of official receipt</p> <p>Receive and inspect ENC (CD)</p> 	Release ENC (CD) to customer	 <p><b>BAI DYANNA G. SINSUAT</b> Lieutenant Senior Grade</p>	5 minutes		
5	<p>Fill out the Client Acceptance portion of the Client Request Form; for all returning clients, fill out the Client Needs Assessment</p> <p>Encode CRF details into client request management system</p>	Check completeness of form	 <p><b>BAI DYANNA G. SINSUAT</b> Lieutenant Senior Grade</p>	5 minutes	<p>Client Request Form</p> <p>Client Needs Assessment</p>	
				<p><b>TOTAL DURATION:</b></p> <p><b>40 minutes</b></p>		<p><b>TOTAL FEE/S</b></p> <p><b>Php 800.00 (large-scale)</b> <b>Php 600.00 (small-scale)</b> <b>Php 200.00 (per update)</b></p>