










Citizen's Charter No. HB/NCD-01

**Name of Office** : Nautical Charting Division, Hydrography Branch  
**Frontline Service** : Provision of Digital & Print on Demand (POD) Nautical Charts  
**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	<p><i>For large-scale:</i></p>  <p><b>HENRY A. COLDES</b> Engineer II</p> <p><i>For small-scale:</i></p>  <p><b>MIKE ALDRIN C. DACATIMBAN</b> Engineer II</p>	<p><i>For raster &amp; POD:</i> 10 minutes</p> <p><i>For vector:</i> 1 – 2 hours</p>	Client Request Form Client Order Slip	

			<p><i>For ENC:</i></p>  <p><b>BAI DYANNA G. SINSUAT</b> Lieutenant Senior Grade</p>	<p>10 minutes</p>		
--	--	--	--	-------------------	--	--

2	<p>Inspect the product</p> <p>Confirm purchase</p> <p>Fill out Client Order Slip</p> <p>Fill out Memorandum of Agreement (MOA)-1/(MOA)-2</p> 	<p>Check completeness of form</p> <p>Endorse the MOA-1/MOA-2 to the Division Chief</p> 	<p><i>For large-scale:</i></p>  <p><b>HENRY A. COLDES</b> Engineer II</p> <p><i>For small-scale:</i></p>  <p><b>MIKE ALDRIN C. DACATIMBAN</b> Engineer II</p> <p><i>For ENC:</i></p>  <p><b>BAI DYANNA G. SINSUAT</b> Lieutenant Senior Grade</p>	5 minutes	Client Order Slip MOA-1/MOA-2	
---	--	--	--	-----------	----------------------------------	--

Endorse MOA-1/MOA-2 to the Branch Director



Review, sign and endorse the MOA-1/MOA-2 to the Administrator



Sign the MOA-1/MOA-2



**Engr. TITA P. CRUZ**  
OIC, Nautical Charting Division

2 minutes



2 minutes

(Duration may vary depending on the availability of the Administrator)



**Usec PETER N. TIANGCO, PhD**  
Administrator

Receive the signed  
MOA-1/MOA-2 from  
the Office of the  
Administrator

*For large-scale:*



**HENRY A. COLDES**  
Engineer II

*For small-scale:*






**MIKE ALDRIN C. DACATIMBAN**  
Engineer II




*For ENC:*





**BAI DYANNA G. SINSUAT**  
Lieutenant Senior Grade




2 minutes

		<p><i>For raster &amp; POD:</i></p> <p>Prepare and plot the master chart file</p> <p><i>For vector and ENC:</i></p> <p>Prepare and write file on CD</p>	<p><i>For large-scale:</i></p>  <p><b>HENRY A. COLDES</b> Engineer II</p> <p><i>For small-scale:</i></p>  <p><b>MIKE ALDRIN C. DACATIMBAN</b> Engineer II</p> <p><i>For ENC:</i></p>  <p><b>BAI DYANNA G. SINSUAT</b> Lieutenant Senior Grade</p>	<p><i>For raster &amp; POD:</i> 30 minutes per CD</p> <p><i>For vector:</i> 1 hour –3 days per CD</p> <p>20 minutes per CD</p>		<p>₱1,500.00 (POD)</p> <p>₱700.00 (large-scale nautical chart)</p> <p>₱700.00 (small-scale nautical chart)</p> <p><i>For ENC:</i> ₱800.00 (large-scale) ₱600.00 (small-scale) ₱200.00 (per update)</p>
--	--	---	--	--	--	--

		Verify / Approve the product	 <p><b>Engr. TITA P. CRUZ</b> OIC, Nautical Charting Division</p>	5 minutes		
3	<p>Secure order of payment at Map Sales Office</p> <p>Pay at the Map Sales Office</p> 	<p>Prepare order of payment</p> <p>Receive payment</p> <p>Issue official receipt</p>	 <p><b>MARILOU B. CINCO</b> Seaman Third Class</p>		<p>Order of Payment</p> <p>Memorandum of Agreement</p>	

<p>4</p>	<p>Submit copy of official receipt</p> <p>Receive and inspect product</p> 	<p>Release the product to client</p>	<p><i>For large-scale:</i></p>  <p><b>HENRY A. COLDES</b> Engineer II</p> <p><i>For small-scale:</i></p>  <p><b>MIKE ALDRIN C. DACATIMBAN</b> Engineer II</p> <p><i>For ENC:</i></p>  <p><b>BAI DYANNA G. SINSUAT</b> Lieutenant Senior Grade</p>	<p>5 minutes</p>		
----------	---	--------------------------------------	--	------------------	--	--



<p>5</p>	<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>	<p>Check completeness of form</p>	<p><i>For large-scale nautical chart:</i></p>  <p><b>HENRY A. COLDES</b> Engineer II</p> <p><i>For small-scale nautical chart:</i></p>  <p><b>MIKE ALDRIN C. DACATIMBAN</b> Engineer II</p> <p><i>For ENC:</i></p>  <p><b>BAI DYANNA G. SINSUAT</b> Lieutenant Senior Grade</p>	<p>5 minutes</p>	<p>Client Request Form</p> <p>Client Needs Assessment</p>	
----------	---	-----------------------------------	--	------------------	---	--

				<b>TOTAL DURATION:</b>  <b>POD</b> <b>66 minutes</b>  <b>RASTER</b> <b>66 minutes</b>  <b>VECTOR</b> <b>2 hours -3 days</b>  <b>ENC</b> <b>56 minutes</b>		<b>TOTAL FEE/S:</b>  <b>POD</b> <b>₱1,500.00</b>  <b>RASTER AND VECTOR</b> <b>₱ 700.00</b>    <b>ENC</b> <b>₱ 800.00</b> <b>(large-scale)</b>  <b>₱ 600.00</b> <b>(small-scale)</b>  <b>₱ 200.00</b> <b>(per update)</b>
--	--	--	--	---	--	--