













Citizen's Charter No. HB/NCD-03

Name of Office : Nautical Charting Division, Hydrography Branch
Frontline Service : Provision of Vector Electronic Nautical 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	 Ma. ISABEL A. CALIVARA Cartographer II	10 minutes	Client Request Form Client Order Slip	

2	<p>Inspect the product</p> <p>Confirm purchase</p>  	<p>Prepare and package product</p> <p>Write requested vector file on CD</p> <p>Verify / Approve the product</p>	 <p>Ma. ISABEL A. CALIVARA Cartographer II</p>  <p>TITA P. CRUZ OIC, Nautical Charting Division</p>	<p>30 minutes per CD</p> <p>5 minutes</p>		<p>Php 700.00</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>	 <p>MARILOU B. CINCO Seaman Third Class</p>		<p>Order of Payment Memorandum of Agreement</p>	

4	<p>Submit copy of official receipt</p> <p>Receive and inspect Raster Chart (CD)</p> 	Release Raster Chart (CD) to customer	 <p>Ma. ISABEL A. CALIVARA Cartographer II</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>Ma. ISABEL A. CALIVARA Cartographer II</p>	5 minutes	<p>Client Request Form</p> <p>Client Needs Assessment</p>	
				<p>TOTAL DURATION:</p> <p>55 minutes</p>		<p>TOTAL FEE/S</p> <p>Php 700.00</p>