






**Citizen's Charter No. HB/NCD-04**

**Name of Office** : Nautical Charting Division, Hydrography Branch  
**Frontline Service** : Provision of Print on Demand Nautical Charts (POD)  
**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>Ma. ISABEL A. CALIVARA</b> Cartographer II	5 minutes	Client Request Form  Client Order Slip	



4	<p>Submit copy of official receipt</p> <p>Receive and inspect product</p> 	Release the product to customer	 <p><b>Ma. ISABEL A. CALIVARA</b> 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><b>Ma. ISABEL A. CALIVARA</b> Cartographer II</p>	5 minutes	<p>Client Request Form</p> <p>Client Needs Assessment</p>	
				<p><b>TOTAL DURATION:</b></p> <p><b>23 minutes</b></p>		<p><b>TOTAL FEE/S:</b></p> <p><b>Php 1,500.00</b></p>