

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






**Name of Office** : Nautical Charting Division, Hydrography Branch  
**National Mapping and Resource Information Authority**







**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 and e-mail

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		10 minutes	Client Request Form  Client Order Slip	
2	Inspect the product  Confirm purchase   	Prepare and package product  Writes ENC cell requested on CD	<b>BAI DYANNA G. SINSUAT</b> Lieutenant Senior Grade	15 minutes per CD		Php 800.00 (large-scale) Php 600.00 (small-scale) Php 200.00 (per update)

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><b>MARILOU B. CINCO</b> Seaman Third Class</p>	4 minutes	Order of Payment Memorandum of Agreement	
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>Check completeness of form</p> <p>Compile and submit documentary requirements to Branch ICSU</p>		5 minutes	<p>Client Request Form</p> <p>Client Needs Assessment</p>	
			<b>TOTAL DURATION:</b>	<b>39 minutes</b>		