








Citizen's Charter No. HB/NCD-01

Name of Office : **Nautical Charting Division, Hydrography Branch**
Frontline Service : **Electronic Navigational Charts (ENC)**
Schedule of Availability of Service : **Monday – Friday, 8:00 AM – 5:00 PM**
Who May Avail of the Service : **All Requesting Parties**
How to Avail of the Service : **Walk-in**

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Request ENC personally 	Verifies the availability of the product 	 Ltsg Bai Dyanna G Sinsuat Chief, ENC Section Nautical Charting Div.	10 minutes		
		Writes ENC cell requested on CD 	 Ltsg Bai Dyanna G Sinsuat Chief, ENC Section Nautical Charting Div.	15 minutes per CD		
		Receive Payment	 PO3 Samson P. Navidad OIC, HB Map Sales Office	5 minutes	Official Receipt Client Order Slip	Php 800.00 (large-scale) Php 600.00 (small-scale) Php 200.00 (per update)

2	<p>Receive ENC (CD)</p> <p>Sign Client Order Slip and submit Client Feedback</p>	<p>Release ENC (CD) to customer</p>	 <p>Ltsg Bai Dyanna G Sinsuat Chief, ENC Section Nautical Charting Div.</p>	<p>5 minutes</p>	<p>Client Order Slip - Client Feedback</p>	
				<p>Total Duration: 25 minutes</p>		