

Citizen’s Charter No. HB/NCD-02





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








Frontline Service : **Provision of Raster 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	 FORTUNATO A. BANCOLO Engineer II	10 minutes	Client Request Form Client Order Slip	
2	Inspect the product Confirm purchase 	Prepare and package product Write Raster Chart requested on CD			15 minutes per CD	

3	Secure order of payment at Map Sales Office  Pay at the Map Sales Office Sign MOA 	Prepare order of payment Receive payment Issue official receipt	 MARILOU B. CINCO Seaman Third Class	4 minutes	Order of Payment Memorandum of Agreement	
4	Submit copy of official receipt  Receive and inspect Raster Chart (CD) 	Release Raster Chart (CD) to customer	 FORTUNATO A. BANCOLO Engineer II	5 minutes		
5	Fill out the Client Acceptance portion of the Client Request Form; for all returning clients, fill out the Client Needs Assessment 	Check completeness of form Compile and submit documentary requirements to Branch ICSU		5 minutes	Client Request Form Client Needs Assessment	
			TOTAL DURATION:	39 minutes		

