

Office of the President of the Philippines



National Commission for Culture and the Arts
(NCCA)

CITIZEN'S CHARTER

CY 2018 Revised

(In compliance with Republic Act 9485 of the Anti-Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefore.)

REPUBLIC ACT No. 7356

The National Commission for Culture and the Arts (NCCA) was created by Corazon C. Aquino on April 3, 1992 through Republic Act No. 7356 to formulate policies for the Development of Culture and the Arts; implement these policies in coordination with affiliated cultural agencies; administer the National Endowment Fund for Culture and the Arts (NEFCA); encourage artistic creation within a climate of artistic freedom; develop and promote the Filipino National Culture and Arts; and preserve Filipino Cultural Heritage.

VISION AND MANDATE

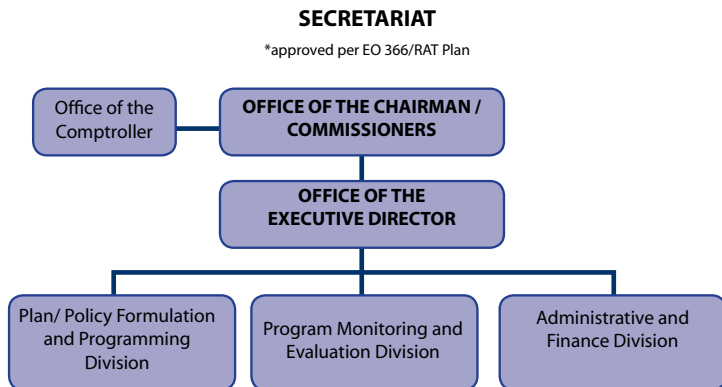
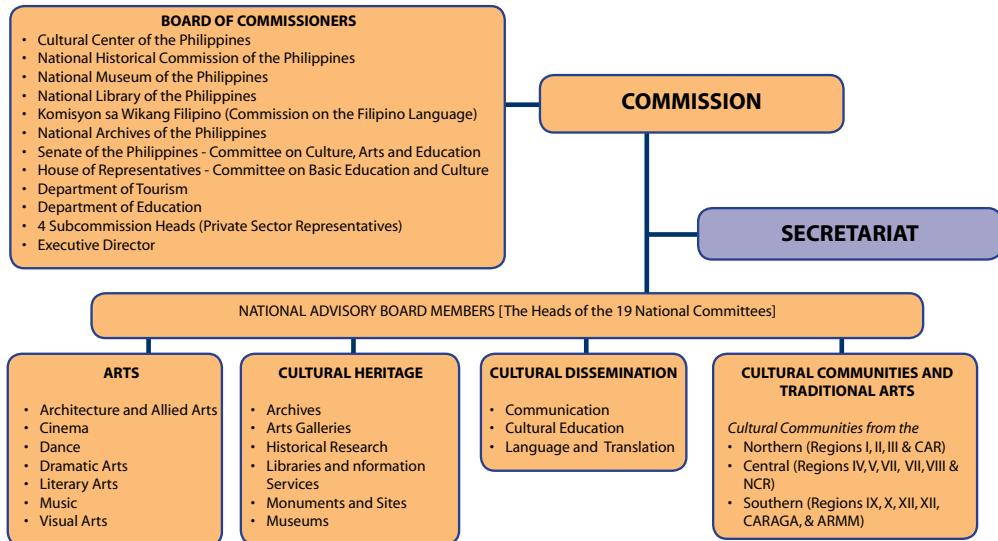
The NCCA envisions the Filipino Culture as the wellspring of national and global well-being

(Ang Kalinangang Filipino ay bukal ng kagalingang pambansa at pandaigdig)

The Commission was assigned the following functions pursuant to Sec. 8 of R.A. No. 7356: (1) to formulate policies for the development of culture and the arts; (2) to implement these policies in coordination with affiliated cultural agencies; (3) to coordinate implementation of programs of these affiliated agencies; (4) to administer the National Endowment Fund for Culture and the Arts (NEFCA); (5) to encourage artistic creation within a climate of artistic freedom; (6) to develop and promote the Philippine Culture and Arts; and, (7) to preserve Filipino cultural heritage.

According to Section 12 of the NCCA charter, the Commission is mandated to formulate and implement policies and plans in accordance with the principles stated in Title I of R.A. 7356, which are: (1) To encourage the continuing and balanced development of pluralistic culture by the people themselves; (2) To conserve, promote and protect the nation's historical and cultural heritage; (3) To ensure the widest dissemination of artistic and cultural products among the greatest number of people across the country and overseas for their appreciation and enjoyment; (4) To preserve and integrate traditional culture and its various creative expressions as dynamic part of the national cultural mainstream; and, (5) To ensure that standards of excellence are pursued in programs and activities implementing policies herein stated, it shall encourage and support continuing discussion and debate through symposia, workshops, publications, etc., on highest norms available in the matrix of Philippine culture.

NCCA ORGANIZATIONAL STRUCTURE



ORGANIZATIONAL STRUCTURE AND OFFICES



NCCA Assistance Program

General Program

Following its mandate, the NCCA provides assistance to artist, arts organization, NGOs, Pos, and NGAs through its grants or technical assistance program. Each year, the NCCA Board of Commissioners in coordination with the national committees define its thrusts and priorities anchored on the Philippine Development Plan 2017-2022 (chapter 7 on culture) following these major programs:

1. Valuing diverse culture
2. Inculcating values for the common good
3. Advancing the value of creative excellence: Pagkamalikhain
4. Strengthening culture-sensitive governance and development

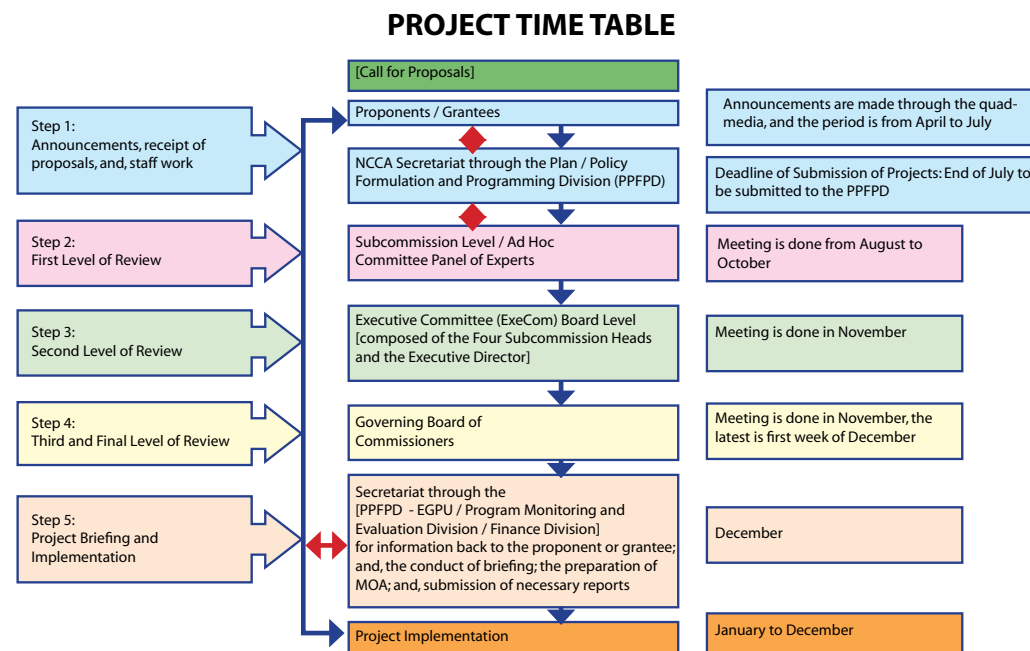
Accordingly, the interested individuals or groups may access the NCCA assistance by submitting project proposal for the Competitive Grants or file a request under the Institutional Programs (NCCA Outreach Program, Resource Person's Bureau, Technical Assistance Program).

Requirements:

1. Eligibility requirements as NCCA grantee (Please refer to the accreditation guidelines from the Accreditation and Grants Processing Section (AGPS)[www.ncca.gov.ph])
2. Complete Project Proposal

Deadline of Submission of the Project Proposal

Project proposals shall be submitted on or before July 30



Time Frame to process project proposal based on the prescribed steps:

- Step 1: Receiving and recording - within the day upon receipt
- Step 2: Review of completeness of documents and initial appraisal – 3 days
- Step 4: Preparation of project summaries – 3 days
- Step 5: Subcommission Review - 1 day
Executive Committee of the Board – 1 day
- Step 6: Board Action on the projects - 1 day
- Step 7: Sending out of approval/ disapproval letter and MOA preparation – 1 day
- Step 8: Orientation for the grantees - 1 day

The NCCA types of Assistance:

1. NCCA Competitive Grants
2. Grants for Cultural Diplomacy Programs / Support for International Events and Agreements
3. Grants and Support for Institutional Programs / Inter-agency Grants

Other NCCA Assistance Program

1. Writeshop on Project Proposal
2. Speakers and Resource Persons Bureau (culture and arts workshops)
3. Technical Assistance on various aspects of heritage conservation
4. NCCA Outreach Program (performing arts)

Activities being funded by the NCCA

1. Culture and Arts Exhibitions
2. Cultural Festivals
3. Productions / Performances
4. Publications / Documentations
5. Research and Development
6. Trainings / Workshops / Conferences / Seminars / Forum
7. Travel Assistance / Philippine Hostings / International Cultural Agreements
8. Conservation (Restoration and Preservation Works)
9. Multi-media Documentation
10. Competitions
11. Awards and Recognitions
12. Scholarships
13. Schools for Living Traditions (SLTs)

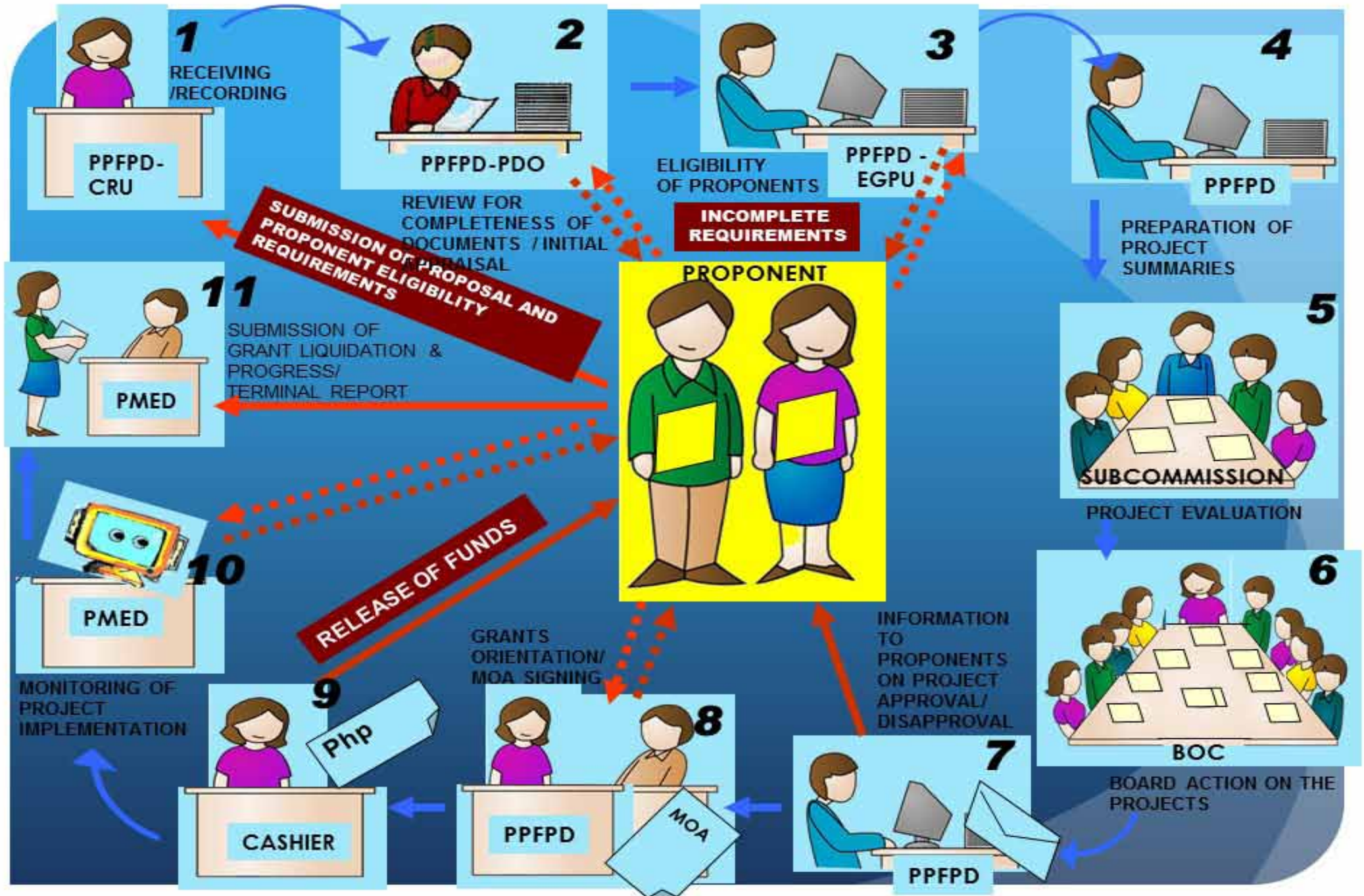
Who can Apply?

- Individual
- Civil Society Organization (non-profit; non- stock)
- Peoples Organization
- Indigenous Peoples Organization
- Local Government Unit
- Government Agencies/Institutions
- State Universities/Colleges and Public Schools

NEFCA ASSISTED COMPETITIVE GRANTS PROGRAM

	PROCEDURE	Personnel in Charge
Step 1	<p>1. The applicant/proponent must check if they are qualified (Only non-stock, non profit organizations can apply for NCCA Grants).</p> <p>2. Secure a Project Proposal Form from the Policy, Plan Formulation and Programming Division (PPFPD) at the 5th Floor of the NCCA Building or download at www.ncca.gov.ph (go to grants program)</p>	Receiving unit of PPFPD-AGPS Room 3F 3rd floor
Step 2	Fill out the Project Proposal Form and attach the required legal documents.	
Step 3	Submit the Project Proposal to the Policy, Plan Formulation and Programming Division, (PPFPD) Room 5B, 5th Floor of the NCCA Building	
Step 4	<p>1. The Project Proposal shall be received and recorded by PPFPD-CRU</p> <p>2. The Project Proposal will be reviewed by the PPFPD-PDO concerned for completeness of documents.</p> <p>3. The PPFPD-PDO shall determine the eligibility of the applicant/proponent.</p> <p>4. The PPFPD shall prepare the Project Summaries for Project Evaluation.</p>	<p>Receiving unit of PPFPD Room 5B 5th floor Project Devt. Officer (PDO) Room 5B 5th floor</p> <p>Receiving unit of PPFPD Room 5B 5th floor</p> <p>Project Devt. Officer (PDO) Room 5B 5th floor</p>
Step 5	The Secretariat shall convene the team of project evaluators (currently composed of the heads of the committees under each subcommission with resource persons as deemed necessary) to review and make recommendations about the proposals.	
Step 6	The Board of Commissioners shall give the final decision on the projects with due consideration to the recommendations made by the recommending bodies.	
Step 7	<p>1. The Cashiers Office shall release the Funds</p> <p>2. The Project shall be monitored by Project Monitoring and Evaluation Division (PMED)</p>	<p>Cashier Head Room 4A - 4th floor</p> <p>PDO/CAO from the PMED or designated NC member Room 6B - 6th floor</p>

Flow Chart of NCCA Assistance Program



**NATIONAL COMMISSION FOR CULTURE AND THE ARTS (NCCA) GUIDELINES
GOVERNING THE REGISTRATION OF CULTURAL PROPERTIES UNDER THE
JURISDICTION OF THE COMMISSION, AMONG OTHER SERVICES OF THE
PHILIPPINE REGISTRY OF CULTURAL PROPERTY OFFICE**

Front line Services Offered	Step by Step Procedure in Availing Frontline Services	Employee Responsible for each step	Time needed to complete the Procedure	Amount of Fees	Required Document
Registration of Inventories of Cultural Properties by Local Government Units, National Cultural Agencies, and Other Government Agencies	<ul style="list-style-type: none"> Hard or digital copies of the inventory of cultural properties, along with other attached documents, shall be received by the PRECUP Office. The PRECUP Office through the Chairman or the Executive Director shall acknowledge the receipt of the inventory of cultural properties. The inventories shall be checked for completeness of data as determined by the PRECUP forms. Incomplete inventories shall be returned to the concerned agency for appropriate completion. The PRECUP Office shall prepare an assessment report containing its findings and recommendations following the submission of the inventory of cultural properties. The assessment report shall be sent to the concerned agency, along with other attached documents related to the inventory of cultural properties. For local government units, a certificate of compliance shall be issued for complete submission of documents for the inventory of cultural property. Cultural properties with complete data shall be accessioned in the PRECUP database and shall be included in the publicly accessible list in the NCCA/PRECUP website. Inventories of cultural property shall be updated annually or as stated by the PRECUP Guidelines. 	<ul style="list-style-type: none"> Project Coordinator, PRECUP Office Project Coordinator and Project Manager, PRECUP Office Project Coordinator, PRECUP Office Project Coordinator, PRECUP Office/ Head, Cultural Heritage Section Project Coordinator, PRECUP Office PRECUP Office through the Office of the Chairman/Office of the Executive Director Project Manager, PRECUP Office Concerned agency/ PRECUP Office 	<ul style="list-style-type: none"> 5 minutes 1-2 days 10 minutes 1-8 days 1-2 days 1-5 days Monthly Annually 	No fees required (unless multiple copies for certificates and other documents are requested which shall be subject to evaluation)	<ul style="list-style-type: none"> Hard or digital copies of the inventory of cultural property as prepared in the PRECUP Forms. Multimedia Attachments. Photograph(s), videos, audio recordings, and other multimedia materials of the cultural property/element with the condition that they are not modified or tampered in any way. Cover Letter, addressed to the NCCA Chairman and attention to the Philippine Registry of Cultural Property (PRECUP) Office with the subject: Official Submission (or) Updating of Local Inventory of Cultural Property. A copy of the local ordinance or resolution creating or updating the cultural inventory and endorsing such to the NCCA.

Front line Services Offered	Step by Step Procedure in Availing Frontline Services	Employee Responsible for each step	Time needed to complete the Procedure	Amount of Fees	Required Document
Registration of Works of National Artist and/or Manlilikha ng Bayan	<ul style="list-style-type: none"> The proponent shall prepare the information on the work of National Artist or Manlilikha ng Bayan using the PRECUP Form/s and shall submit to the PRECUP Office in hard or digital format. The accomplished PRECUP Form shall be checked for completeness of data. Incomplete inventories shall not be registered and the concerned individual/institution/ agency shall be informed of its non-inclusion or pending status. Cultural properties with complete data (as well as the updating of such) shall be accessioned in the PRECUP database. The proponent may request for a registration certificate for the pertinent cultural property. Registration does not mean authentication by the PRECUP Office nor by the NCCA. 	<ul style="list-style-type: none"> Project Manager/ Project Coordinator, PRECUP Office Project Manager/ Project Coordinator, PRECUP Office Project Manager/ Project Coordinator, PRECUP Office Project Manager/ Project Coordinator, PRECUP Office 	<ul style="list-style-type: none"> 5 minutes 1-2 days 1 day 	No fees required (unless multiple copies for certificates and other documents are requested which shall be subject to evaluation)	<ul style="list-style-type: none"> Hard or digital copies of the inventory of cultural property as prepared in the PRECUP Forms. Multimedia Attachments. Photograph(s), videos, audio recordings, and other multimedia materials of the cultural property/element with the condition that they are not modified or tampered in any way.
Request for Data on Cultural Properties Registered in the PRECUP	<ul style="list-style-type: none"> Any interested individual may request through mail or electronic means for data on cultural properties. The PRECUP Office shall assess if the data being requested does not imply security breach subject to data privacy laws and policies. When the data being requested has been given clearance, the PRECUP Office shall transmit the information through mail or electronic means. 	<ul style="list-style-type: none"> Project Manager/ Project Coordinator, PRECUP Office Project Manager/ Project Coordinator, PRECUP Office Project Manager/ Project Coordinator, PRECUP Office 	<ul style="list-style-type: none"> 5 minutes 1 hour 	No fees required (unless multiple copies for certificates and other documents are requested which shall be subject to evaluation)	<ul style="list-style-type: none"> Letter of request, whether hard or digital format.

The NCCA Library

The NCCA Library was created to provide materials, information, and ideas to its various clientele. Its precursor, the NCCA Library and Information Center, opened its door to the public in 1994. The Library now holds more than 5,000 items in its collection, which includes book and non-book materials on Philippine ethnography, general culture, art, and history as well as materials published and produced abroad. The NCCA Library also collects books written by and about Dr. Jose Rizal. In 24 July 2018, the Library was accepted as a depository library of the World Intellectual Property Organization under its WIPO Library Depository Program.

The NCCA Library is supported by public funds and donations in the form of books and other resource materials that add to the enrichment and growth of its collection.

The following are the services offered by The NCCA Library.

LIBRARY SERVICES				
Hours of Operation				
Monday – Thursday		9:00 AM – 12 Noon, 1:00 – 5:00 PM		
Friday, Saturday, Sunday, Holidays		Closed		
Film viewing/ Consultation		Appointment required		
SERVICES	PROCEDURE	DOCUMENT NEEDED	AMOUNT / FEES	PERSON IN-CHARGE
Reading Room Services	1. Fill-out registration form upon arrival. 2. Follow the reading room rules. 3. Use OPAC to access library materials. Write the call number on a "call slip" and hand it to the library staff for retrieval. 4. Library staff may assist in searching for materials or may recommend titles if the topic of research is indicated in the registration form. 5. Request is required for the use of equipment (e.g. film viewing). 6. Upon approval of request, set schedule for the film viewing.	<ul style="list-style-type: none"> Registration Form Letter of request for use of facilities and equipment Call slip 	No fees required	Librarian – Room 2-B, 2nd Floor, NCCA Building
Reference Services	1. Request information (answers to definite fact questions, locating information and using library resources) through telephone, correspondence, or in person.	Letter or email addressed to the Library Services Section Email: info@ncca.gov.ph	No fees required	Librarian – Room 2-B, 2nd Floor, NCCA Building

Sale of NCCA Publication

Available Monday to Thursday 8:00 am to 6:00 pm

	PROCEDURE	Personnel in Charge
Step 1 15 minutes	1. Secure a list of available NCCA Publication at the Supply Management Section and Cashiers Office. 2. Choose the publication to be bought	Supply Officer Room 2E- 2nd floor Cashier Room 4A - 4th floor
Step 2 15 minutes	Secure Order of Payment at the Finance Office located at Room 4-D	Management Audit Analyst II Room 4-D - 4th floor
Step 3 10 minutes	Pay at the Cashiers Office located Room 4-A and get an Official Receipt	Administrative Officer II Room 4-A - 4th floor
Step 4 10 minutes	Present the Official Receipt and claim the publication at the Supply Section located at Room 2-E	Supply Officer Room 2-E- 2nd floor

FEEDBACK MECHANISM AND SUGGESTIONS

For our Visitors and Clients:

The opinion and feedback from visitors /clients regarding the services available at NCCA

is very important to us to improve our work.

1. Feedback Form may be secured by the visitor / client at the Public Assistance and Complain Desk located at the lobby of the NCCA Office. Feedback Form shall be given to the Desk Officer or may be dropped at our designated Feedback Form Box located near the Public Assistance and Complain Desk
2. Or a letter may be sent to:

CLIENT SATISFACTION TEAM

c/o Marites B. Pitalbo

Accountant III

National Commission for Culture and the Arts

Rm 4B, NEFCA, 4TH Floor, NCCA Building,

633 General Luna Street,

Intramuros 1002 Manila, Philippines


Desk Officer / NCCA Bilis Aksyon Partner :

you may call at Telephone No. **527-2216, 527 2192 loc 418, Monday to Thursday from 8:00 A.M. to 7:00P.M.**

Rest assured that your opinion, suggestion and inquiry shall be studied and addressed within 10 working days.

If your opinion or inquiry is regarding our lapses and non-delivery of services, we will address it immediately and make a necessary action.

Thank you very much for your continued support.

	THE NATIONAL COMMISSION FOR CULTURE AND THE ARTS FORM	Document Reference Code: NCCA-FR-ADM/PAC-001
	CLIENT'S FEEDBACK	Revision No. 01
		Page 1 of 1

CLIENT'S FEEDBACK FORM

Date: _____ Time in: _____ Time out: _____
Petsa Oras ng pagpasok Oras ng paglabas

Name of Visitor: _____
Pangalan ng bisita

Sex: _____ Age: _____
Kasarian Edad

Address: _____
Tirahan

Contact Number: _____
Numerong pagsalungat

Purpose of visit: _____
Dahilan ng pagbisita

Number of transactions in NCCA:
Bilang ng mga transaksyon sa NCCA

1st time 2-5 times 6 or more
Usang beses 2-5 beses 6 o higit pa

 Client's Signature over Printed Name
Lagda ng kliyente sa ibabaw ng pangalan

 Employee's Signature over Printed Name
Lagda ng empleyado sa ibabaw ng pangalan

WE VALUE YOUR FEEDBACK
Mahalaga sa amin ang inyong manghati

In the scale of 1-5, 5 being the highest, please rate the following:
Sa skala na 1-5, 5 pinaka mataas, paki rate ang mga sumusunod:

1. Are you satisfied with our service?
Nasiyahan ka ba sa aming serbisyo?
 5 4 3 2 1

2. Describe the NCCA personnel:
Iukarawan ang kawani ng NCCA

Courteous 5 4 3 2 1
Magalang

Helpful 5 4 3 2 1
Matsi'angin

Prompt 5 4 3 2 1
Maagap

3. Are you satisfied with our facilities?
Nasiyahan ka ba sa aming pasilidad?
 5 4 3 2 1

4. Other comments or suggestions.
Iba pang komento o manghati

Please return to the "front desk" at the NCCA lobby.
Paki balik sa "front desk" sa may NCCA lobby.

THANK YOU AND HAVE A NICE DAY!
Maraming salamat at magandang araw!

Improvements as a Result of the Process Review of Front-Line Services			
SERVICES	PROCEDURE	DOCUMENTS NEEDED	OFFICE IN-CHARGE
TECHNICAL ASSISTANCE Writershop on Project Proposal	<ol style="list-style-type: none"> Interested client must write to the Office of the NCCA Executive Director (OED) or to the appropriate committee, requesting for technical assistance in developing a project proposal. The OED shall send the client an acknowledgment letter. The request shall be immediately forwarded by the OED to the appropriate Division/PPFPD (Plan, Policy Formulation and Programming Division)for action and designation of personnel to conduct and facilitate the writershop. The PPFPD or the designated staff shall conduct the technical assistance. The client will be informed in writing of the action taken by the Secretariat within 2 weeks from receipt of the request letter. 	Formal request letter signed by the Head of the requesting organization	OED, then PPFPD Room 5A 5th Floor, NCCA Building
Technical assistance on any of the following: Establishment of museums, archives, libraries;	<ol style="list-style-type: none"> Interested party must write to the NCCA Executive Director or appropriate committee requesting for technical assistance. Upon receipt of the letter, the NCCA shall acknowledge receipt of the letter informing the client of its action. For the establishment or improvement or enhancement of museums, archives, and libraries: the request shall be forwarded to the appropriate Committee and will be discussed and acted upon during its quarterly meeting; the Committee shall identify the expert to be sent and the Secretariat thru the PPFPD shall coordinate and arrange the logistics needed by the expert. Then the client shall be informed in writing about the action on the request. For the repair and/or restoration of nationally declared historical or cultural property, the request shall be referred to the National Committee on Monuments and Sites (NCMS) and shall act on it during its regular quarterly meeting scheduled on the nearest date of the request. For emergency situations, the Committee Head and a designated member of the NCMS Executive Council shall be tasked to review and act on the request at hand. The National Committee on Monuments and Sites (NCMS) or the designated body shall select an expert or multi-disciplinary team of professionals to conduct the technical assistance in-situ. Technical assistance may also be undertaken through the initiative of the NCMS Executive Council, the Technical Survey Committee, and the NCCA Board of Commissioners. 	<ul style="list-style-type: none"> Formal request letter signed by the Head of the requesting organization accompanied by historical background about the structure/s or site, description of the present condition, pictures of the structure/s or site and other pertinent information should accompany the letter. 	PPFPD-SCH

Outreach Program Services (Providing artists or performers to the public for artistic or cultural events, conventions, Conferences, etc)	<ol style="list-style-type: none"> The client should write a letter addressed to the ED (Office of the ED) requesting for artists/performers, at least a month before the scheduled performance date. The request should include the title and nature of the activity/event where the group shall perform, venue, profile of the participants, objectives of including performance in the activity/event, number of expected participants, and the profile of the organization. The NCCA-PPFPD shall coordinate with the performing group or the production team and the requesting organization regarding the requirements for the implementation of the activity. Upon approval of the request, a Letter of Agreement shall be sent to the requesting organization and the performing group or production team indicating the requirements for the implementation of the activity. Only then the contract of services of the performing group shall also be prepared. Payments of the honoraria or ticket cost shall only be processed after the implementation of the activity and upon submission of the requirements for payments. 	<ul style="list-style-type: none"> Formal request letter signed by the Head of the requesting organization (client) Signed Notice of Approval Accomplished contracts of the performing group prior to the implementation of the activity Brief report on the activity with some photographs 	Catherine Santos/ PPFPD
EMERGENCY RESPONSE SERVICES (To respond to the national concerns such as victims of calamities, most especially those affecting the indigenous people/ community; community of artists/cultural workers;	<ol style="list-style-type: none"> Assessment of the condition of the affected areas or community/persons. Identified experts for the art therapy workshop. Preparatory Activities (meetings, trainings, budgeting) Actual Implementation of the workshop and relief giving. Evaluation 		PPFPD

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