

Office of the President of the Philippines



National Commission for Culture and the Arts
(NCCA)

CITIZEN'S CHARTER

CY 2009

(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 a Filipino nation united, empowered, and sustained by its cultural and artistic life and heritage.

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 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 following major programs:

1. Program for Culture and Developments
2. Program for the Promotion of Culture and the Arts
3. Program for Artistic Excellence
4. Program for Culture and Education
5. Program for Conservation of Cultural Heritage
6. Program for Culture and Diplomacy
7. Program for Culture and Peace

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

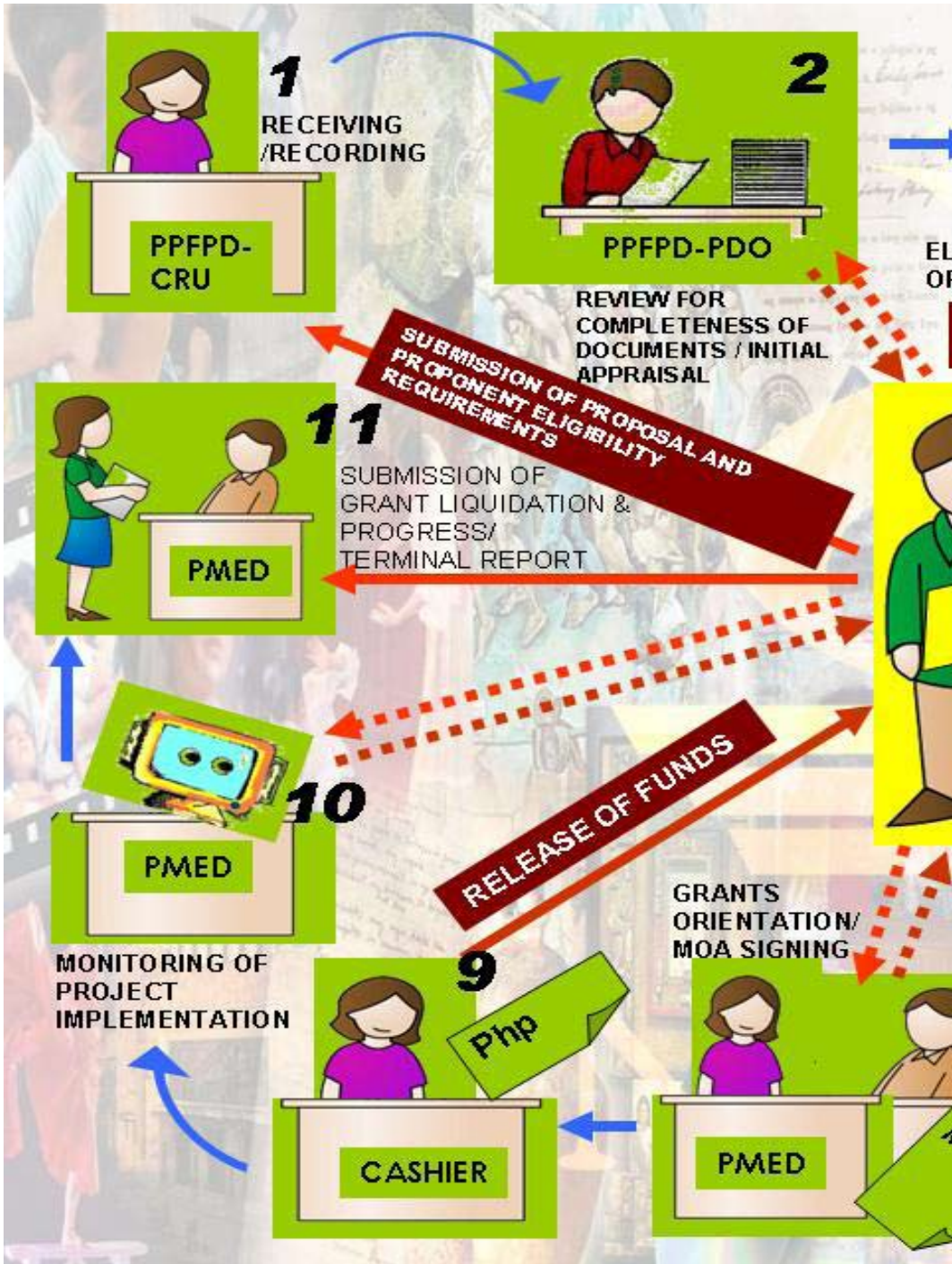
Requirements:

1. Eligibility requirements as NCCA grantee
2. Complete Project Proposal

Deadline of Submission of the Project Proposal

Project proposals shall be submitted on or before August 31 of every year.

	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 Room 5A 5th 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 5-A, 5th Floor of the NCCA Building	
Step 4	<p>1.The Project Proposal shall be received and recorded by PPFD-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 5A 5th floor Project Devt. Officer (PDO) Room 5A 5th floor</p> <p>Receiving unit of PPFPD Room 5A 5th floor</p> <p>Project Devt. Officer (PDO) Room 5A 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 Commisioners 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>





INFORMATON AND RESEARCH ASSISTANCE, BORROWING OF NCCA MATERIALS, REPRODUCTION SERVICES AND VIEWING OF VIDEO MATERIALS				
SERVICES	PROCEDURE	DOCUMENT NEEDED	AMOUNT/ FEES	PERSON IN-CHARGE
<p>LIBRARY SECTION</p> <p>I. Information and Research Assistance</p> <p>II. Borrowing NCCA materials (for proponents, artists (30 minutes)</p>	<p>1. Present a formal letter of request</p> <p>2. Accomplish the required form</p> <p>3. Submit this form to the staff</p> <p>4. Get the duplicate copy of this form</p>	<p>Formal request letter</p> <p>Valid ID</p> <p>Request Slip for Books// Reference materials to be borrowed (Form No. 5)</p> <p>Request Slip for AV materials to be borrowed (Form No. 4)</p>	<p>Penalty fees of P10.00 per day upon delay in return</p>	<p>Librarian Room 2B - 2nd floor</p>
<p>III. Reprographic Services</p> <p>A. Photocopying services (30 minutes)</p>	<p>1. Select the desired materials (e.g. books, newsclipping, etc.)</p> <p>2. Accomplish the required form</p> <p>3. Submit to the staff for verification approval</p> <p>4. Pay your bill</p> <p>5. Claim your photocopied materials</p>	<p>Request for Photocopying Services Form (Form No. 15)</p>	<p>P 2.00 per page (all paper size)</p> <p>* Free of charge for the first 20 pages (for committee members)</p>	<p>Librarian Room 2B - 2nd floor</p>

<p>B. Audio Visual Reproduction Services (1-3 days)</p>	<ol style="list-style-type: none"> 1. Present a formal request letter to the staff 2. Select the desired AV materials using the AV catalog 3. Accomplish the required form 4. Pay your bill at the cashier's section 5. Claim your dubbed copy 	<p>Formal request letter signed by immediate head/professor</p> <p>AV Reproduction Services Form (Form No. 2)</p> <p>Blank CD/VCD</p>	<p>200.00 per title</p>	<p>Librarian Room 2B - 2nd floor</p>
<p>IV. Viewing Services (5 mins)</p>	<ol style="list-style-type: none"> 1. Present a request letter to the staff 2. Select the desired AV title to be viewed 3. Accomplish the required form 4. Get your viewing slip and return on the scheduled date 	<p>Letter of request</p> <p>Request for Viewing and Listening Form (Form No. 9)</p>	<p>No fees required</p>	<p>Librarian Room 2B - 2nd floor</p>

Sale of NCCA Publication

Available Monday to Friday 8:00 am to 5:00 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 2C- 2nd floor Cashier Room 4A - 4th floor
Step 2 15 minutes	Secure Order of Payment at the Finance Office located at Room 4-B	Management Audit Analyst II Room 4B - 4th floor
Step 3 10 minutes	Pay at the Cashiers Office located Room 4-A and get an Official Receipt	Administrative Officer II Room 4A - 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 2C- 2nd floor

FEEDBACK MECHANISM AND SUGGESTIONS

For our Visitors and Clients:

The opinion and feedback from visitors/ client regarding the services availed at NCCA is very important to us to improve our work.

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

PUBLIC ASSISTANCE AND INFORMATION UNIT
c/o Administrative and Finance Division
Room 2-A, 2nd Floor
National Commission for Culture and the Arts
633 Gen. Luna St. Intramuros 1002 Manila, Philippines

Officer of the Day/ NCCA Bilis Aksyon Partner that you may call at Telephone No. 527-21-92 Monday to Friday from 8:00 A.M. to 5:00 P.M.

Rest assured that your opinion, suggestion and inquiries shall be studied and addressed within 10 days

If your opinion or inquiries 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.

Chief Administrative Officer

NCCA PUBLIC ASSISTANCE AND INFORMATION UNIT

(No fees required)

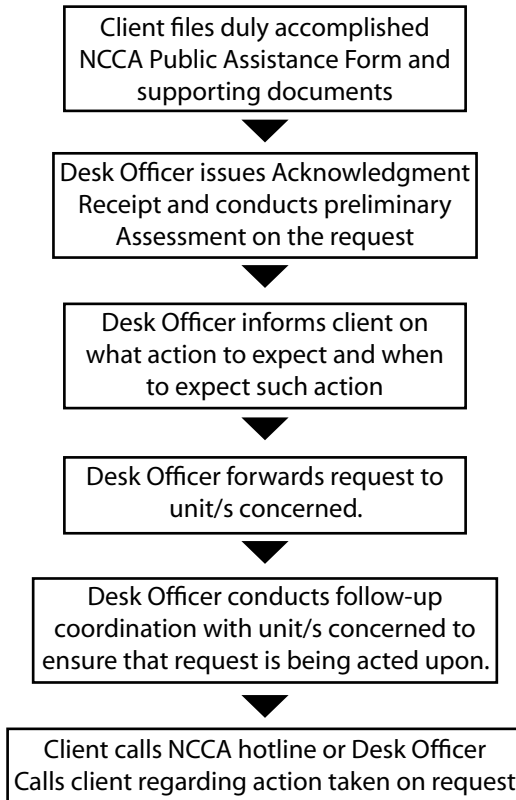
Tel. Nos. 527-2292 / 527-2210

Coverage

Advice/assistance may refer to matters related to any of the following:

1. transaction involving applications/request
2. action taken requests
3. Referrals
4. technical assistance

Procedure





NATIONAL COMMISSION FOR CULTURE AND THE ARTS

FEEDBACK FORM **(Pananaw o Puna)**

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek ang kahong naayon.

Compliment
(Papuri)

Complaint
(Reklamo)

Suggestion
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____
(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details surrounding the Incident:
(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office
(Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan)

(Please use additional sheet(s) if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name (OPTIONAL): _____

(Pangalan)

Office/Agency: _____

(Tanggapan/Ahensya)

Address: _____

(Tirahan)

Contact number(s)(if any): _____

(Telepono)

Email Address (if any) _____

Signature: _____

(Lagda)

Date: _____

(Petsa)

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