



Department of National Defense
NATIONAL DEFENSE COLLEGE OF THE PHILIPPINES
Camp General Emilio Aguinaldo, Quezon City

NDCP Citizen's Charter Handbook

2023 (4th Edition)





NATIONAL DEFENSE COLLEGE OF THE PHILIPPINES

Citizen's Charter

2023 (4th Edition)



Foreword

On 28 May 2018, President Rodrigo Roa Duterte signed into law Republic Act (RA) No 11032 otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018.” RA 11032 amended RA 9485 or the Anti Red Tape Act of 2007, which aims to promote integrity, accountability, proper management of public affairs and properties as well as to establish effective practice aimed at the prevention of graft and corruption in government. Pursuant to RA 9485, government agencies were directed to develop their respective Citizen’s Charter by a task force or committee. The National Defense College of the Philippines (NDCP) launched its Citizen’s Charter on 3 September 2009.

With the signing of the Ease of Doing Business and Efficient Government Service Delivery Act, and the Memorandum Circular (MC) 2019-002 or the Guidelines on the Implementation of the Citizen’s Charter in Compliance with RA 11032, the Anti-Red Tape Authority (ARTA) directed all government authorities to submit their respective amended Citizens’ Charter in accordance with the revised law. MC 2019-002 essentially provided a template in preparing for the amended Citizens’ Charter. Among others, MC 2019-002 noted that the Citizens’ Charter must include: a) a comprehensive list of all government services classified into simple, complex, and highly technical transactions; b) the complete requirements and fees for such services; and c) the prescribed processing times of such classified government services which in no case shall exceed corresponding three (3), seven (7), and twenty (20) days under RA 11032.

In this regard, the NDCP promulgates this new Citizens’ Charter which marks another important initiative in the history of the College in support of the government’s efforts to take appropriate measures in promoting transparency, honesty, responsibility, and efficiency among its officials and employees who are committed to better serve the public.



Mandate

To train and develop the skills and competencies of potential national defense leaders, civilian officials of the different agencies and instrumentalities of government, and selected executives from the private sector in the formulation and implementation of national security policies, and for high command and staff duty.

To undertake strategic research and special studies as basis for the formulation of policies to enhance national defense and security, as well as programs and projects in pursuit of the DND mission.

Vision

A world-class defense and security educational institution in national and international security affairs by 2028.

Mission

The premier institution that provides quality education, training, and policy research for strategic affairs, leaders and decision-makers in national security.

Service of Performance Pledge

We, the officials and employees of the National Defense College of the Philippines, commit to provide quality defense and security education services in accordance with the Quality Management System in the fulfillment of its mission.



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EDUCATION

Defense and Security Education, Research, and Training

CLIENTS

1. Applicants from:
 - a. Civilian Government Sector
 - b. Military Sector
 - c. Private Sector/NGOs
 - d. Foreign Students
2. MNSA Graduates
3. Alumni of Other Short Courses
4. NDCP Personnel
5. Applicants who want to join the NDCP workforce



NDCP REGISTRAR'S OFFICE
External Service: Processing of Application



I. PROCESSING OF APPLICATION

This is designed to process more than one transaction which starts with the coordination and submission of requirements for admission to the MNSA Program up to participation in the in-processing. The admission and selection of qualified candidates in the MNSA scholarship is conducted by the Board of Admissions.

Office or Division:	Registrar's Office	
Classification:	Simple	
Type of Transaction:	Government to general public (G2C)	
Who may avail:	Selected executives from the civilian government and private sectors, and senior military officers (Lt Col / Navy Commander or equivalent) including Allied Forces	
	Checklist of Requirements (1 copy each)	Where to Secure
	<ol style="list-style-type: none"> 1. MNSA Application Form (NDCP Forms 1-5) 2. Nomination from the Head/ Chief Executive Officer of the Department, Office, Agency, Legally existing Organization or Association, as applicable; 3. Certified copy of the diploma and original copy of the transcript of records; 4. Birth Certificate (PSA), Medical Certificate attesting to the applicant's physical & mental fitness; 5. Local Clearances (RTC, NBI, Police, Mayor, & Barangay) and other documents required upon application. 	<ol style="list-style-type: none"> 1. NDCP Registrar's Office 2. Concerned Office 3. School where the applicant graduated 4. Philippine Statistics Authority and any government or military hospital 5. Concerned national and local government office

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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
1. Coordinates with NDCP re requirements for admission to MNSA	1. Sends invitation to government agencies and local government units	None	3 minutes per invitation	College Registrar/ Registrar's Office
2. Fill-up application form	2. Receive & verify if the applicants are qualified to take the course, check if the application is completely filled out & all the requirements are attached.	None	5 minutes per applicant	College Registrar/ Registrar's Office
3. Preliminary interview	3. Conduct a preliminary interview for each applicant and schedule those who qualify for the Test (MNSA AT)	None	10 minutes per applicant	College Registrar/ Registrar's Office
4. Written examination	4. Conduct of 1.the the MNSA Admission Test 4.1 Neuropsychological Exam 4.2 Essay/ Written Test	None	8 hours 3 hours	College Registrar/ Registrar's Office



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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
5. Panel interview	5. Conduct panel interview to applicant	None	20-30 minute per applicant	College Registrar/ Registrar's Office
6. Wait for the results of examinations	6. The Board of Admission (BOA) submits the list of recommended candidates for the MNSA Program.	None	3 hours	College Registrar/ Registrar's Office
7. Wait for the notification letter from NDCP	7. P,NDCP submits to the Secretary of National Defense (SND) the list of recommended candidates to the MNSA program	None	30 minutes	College Registrar/ Registrar's Office
8. Wait for the notification letter from NDCP	8. The SND issues Department Order re Admission of scholars to the MNSA Program	None	1-2 weeks	College Registrar/ Registrar's Office
9. Wait for the notification letter from NDCP	9. Registrar prepares notification letters to the admittees and non-admittees to the MNSA program.	None	1 minute per scholar	College Registrar/ Registrar's Office

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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
10. Participation in in-processing	10. In processing activities: 10.1 On line & ID registration 10.2 Decal application 10.3 Student dorm signup (if will avail) 10.3 Medical and eye check up 10.4 Uniform measurement 10.5 Guided NDCP Tour 10.6 Release of Kits	None	1 day	Chief, AAD, Academic Affairs Division
Total Fees to be Paid			None	
Total Processing Time for Processing of Application			15 days, 16 hrs, and 32 minutes	



NDCP ACADEMIC AFFAIRS DIVISION
Internal Service: Conduct of MNSA Program



II. CONDUCT OF MNSA PROGRAM

The NDCP, through the Academic Affairs Division conducts the one-year MNSA program from October to September of the following academic year. Admitted scholars undergo a one-year fulltime graduate course, consisting of 39 units earned through various forms of lectures, thesis writing, as well as local and foreign field studies to complete the course.

Office or Division:	Academic Affairs Division			
Classification:	Simple			
Type of Transaction:	Government to Students (G2C)			
Who may avail:	MNSA Students			
Checklist of Requirements		Where to Secure		
Department Order approved by SND (All qualified MNSA students will be provided a 1 copy of the DO)		NDCP Academic Affairs Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
1. Participation in formal opening and orientation	1. Conduct opening program and orientation of the incoming class	None	1 day	Academic Affairs Division, Classroom 1, 2nd Flr, NDCP Main Bldg.
2. Attendance in MNSA Program (Term I)	2. Attendance to the following modules: 2.1 NSA 201 2.2 NSA 202 2.3 NSA 203 2.4 NSA 204A 2.5 NSA 205 2.6 NSA 207 A	None (Except those who avail of the billeting at PhP 2,500.00 per pax per month and photocopying services (PhP 080 and PhP 1.00 per copy)	6 months	Academic Affairs Division Academic Affairs Division, Classroom 1, 2nd Flr, NDCP Main Bldg.



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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
		for short and legal size paper, respectively) at NDCP.		
3. Attendance in MNSA Program (Term II)	3. Attendance to the following modules: 3.1 NSA 206 3.2 NSA 207 B 3.3 NSA 208 3.4 NSA 209 3.5 NSA 210 NSDS	None (Except those who avail of the billeting at PhP 2,500.00 per pax per month and photocopying services (PhP 080 and PhP 1.00 per copy for short and legal size paper, respectively) at NDCP.	6 months	Academic Affairs Division, Classroom 1, 2nd Flr, NDCP Main Bldg.
4. Attendance in MNSA Program (Term III)	4. Attendance to the following modules: 4.1 NSA 300 GSDS		4 months	Academic Affairs Division, Classroom 1, 2nd Flr, NDCP Main Bldg.
5. Attendance in MNSA Program	5. Thesis Writing and Thesis Final Defense		June to August	Academic Affairs Division, Classroom 1, 2nd Flr, NDCP Main Bldg.
6. Participation in course integration and evaluation process	6. Conduct course integration, program evaluation, and course assessment	None (Except those who avail of the billeting at PhP 2,500.00 per pax per month and photocopying services (PhP 080 and PhP 1.00 per copy for short and legal size paper, respectively) at NDCP.		Academic Affairs Division, Classroom 1, 2nd Flr, NDCP Main Bldg.



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
7. Participation in Conferment Exercises	Conduct Conferment Exercises	None	half day	Academic Affairs Division, Classroom 1, 2nd Flr, NDCP Main Bldg.

Total Fees to be Paid	<ul style="list-style-type: none"> • Billeting Fee: PhP 2,500.00/pax per month • Photocopying services: PhP 080 and PhP 1.00 per copy for short and legal size paper, respectively
Total Processing Time for Processing of Application	11 months (October to September)



NDCP ACADEMIC AFFAIRS DIVISION
Internal Service: Issuance of Clearance



III. ISSUANCE OF CLEARANCE

The Academic Affairs Division issues clearance to students who have completed all academic requirements for the MNSA program, and settled all logistics and financial accounts.

Office or Division:	Academic Affairs Division			
Classification:	Simple			
Type of Transaction:	Government to Students (G2C)			
Who may avail:	MNSA Graduates			
Checklist of Requirements		Where to Secure		
Complete all Academic requirements (5 hardbound book copies of thesis duly signed by the adviser and three panel members)		Academic Affairs Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
1. Fill-up clearance form upon: 1.1 Return of borrowed books 1.2. Settlement of financial accounts (billeting, photocopy, etc) 1.3 Completion of all necessary papers re MNSA program	1. Receive and review the submission of all necessary requirements before providing a copy of the clearance form to MNSA graduates. 2. Have the clearance signed by the authorized signatories.	None	3 days	Chief, Academic Affairs Division Academic Affairs Division Academic Affairs Division, Room 218 and 220, 2nd Flr, NDCP Main Bldg.



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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
1.4 Submission of 5 hardbound book copies of thesis duly signed by the adviser and three panel members				
2. Wait for the release of clearance.	2. Release signed clearance form.	None	1 minute	Chief, Academic Affairs Division Academic Affairs Division Academic Affairs Division, Room 218 and 220, 2nd Flr, NDCP Main Bldg.

Total Fees to be Paid	None
Total Processing Time for Processing of Application	3 days and 1 minute



NDCP REGISTRAR'S OFFICE
**Internal Service: Issuance of Diploma/
Transcript of Records**



IV. ISSUANCE OF DIPLOMA/TRANSCRIPT OF RECORDS (TOR)

The MNSA student submits the signed clearance to the Registrar's Office as a requirement for issuance of diploma and transcript of records (TOR).

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to students (G2C)			
Who may avail:	MNSA Graduates			
Checklist of Requirements (1 copy)		Where to Secure		
Signed clearance form		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
1. Submit to Registrar's Office the signed clearance form	1. Receive signed clearance form	None	30 seconds	College Registrar,/ Registrar's Office
2. Wait for the release of diploma/ TOR	2. Issuance of diploma/ TOR	Documentary stamp fee (PhP 30.00)	5 mins per graduate	College Registrar,/ Registrar's Office

Total Fees to be Paid	PhP 30.00 per document
Total Processing Time for Processing of Application	5 minutes and 30 seconds



NDCP ADMINISTRATIVE DIVISION
Internal Service: Recruitment and Selection



RECRUITMENT AND SELECTION

This outlines the step-by-step procedure and the documentary requirements with regard to the recruitment and selection process which was facilitated by the Human Resource and Management Section (HRMS) under Administrative Division.

Office or Division:	Human Resource and Management Section
Classification:	Simple
Type of Transaction:	Government to Citizen Government to Government
Who may avail:	NDCP personnel under contract of services, personnel of other government agencies and private sectors, CSOs, and other stakeholders
Checklist of Requirements	Where to Secure
<p>Application Letter/Letter of Intent with complete set of requirements as follows:</p> <ol style="list-style-type: none">1. Fully accomplished Personnel Data Sheet (PDS) (CS Form No. 212, Revised 2017) with ID picture within the last 6 months (passport size). The PDS should be subscribed and sworn to before the highest ranking HRMO in the agency, any office authorized to administer oath, or a notary public;2. Work Experience Sheet (WES) (if applicable);3. Scanned copy of performance rating of at least VS in the last rating period (if applicable);4. Scanned copy of certificate of eligibility/ rating/ license; and5. Scanned copy of Transcript of Records.	<p>PDS and WES can be downloaded through the CSC website or through the link below:</p> <p>http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html</p>



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
1. Check job vacancy posting at the NDCP official website or FB Page and CSC Bulletin	Determination of vacancy and submission of request for publication to CSC and NDCP ICTO	None	11 days	HRMS staff Room 106, 1st Flr, NDCP Main Bldg.
2. Submission through email or hand carry of application letter/letter of Intent addressed to the NDCP President thru C,AD/ H,HRMS Email address: hr.ndcp17@gmail.com	1. Receive application documents sent by interested applicants and forward to the H,HRMS	None	Per deadline set in the publication	HRMS staff Room 106, 1st Flr, NDCP Main Bldg.
	2. Preliminary assess completeness of document/s Through phone call or email: Deficient - Inform applicant of lacking requirement/s Complete - Acknowledge the receipt of the application letter with complete documents attached	None	1 day	H, HRMS Room 106, 1st Flr, NDCP Main Bldg.
	3. Evaluate or determination of qualified applicants vis-a-vis qualification standards (QS) of the vacancy.	None		H, HRMS Room 106, 1st Flr, NDCP Main Bldg.



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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
	4. Inform through email or phone call those applicants who met the QS to attend the deliberation process	None		HRMS staff Room 106, 1st Flr, NDCP Main Bldg.
2. Attend	1. Facilitates the conduct of at least 1 of the following: a. Examination b. Panel interview c. Demo teaching (for professorial positions)	None	2 to 3 days	HRM PSB (for non-professorial positions) Acad Personnel Committee (for professorial positions)
	2. Shortlisting of qualified applicants			
3. Wait for the result of the	1. Inform the applicants through email or phone call the result of the deliberation	None	1 day	H, HRMS Room 106, 1st Flr, NDCP Main Bldg.
	2. Prepare Completed Staff Work (CSW) with attached minutes of deliberation, applicants evaluation sheet, and HRM PSB/ APC Report	None	1 to 2 days	H, HRMS Room 106, 1st Flr, NDCP Main Bldg.



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
	3. Prepare appointment paper and inform the selected applicant regarding the schedule of the Oath of Office	None	30 minutes	H, HRMS Room 106, 1st Flr, NDCP Main Bldg.
4. Attend an Oath of Office and report to work	1. Administers the Oath of Office and Assumption of selected applicant to the position	None	30 minutes	PNDPCP OP Conf. Rm, 1sr Flr NDCP Main Bldg.
	2. Submission to CSC of appointment transmittal and action form (ATAF) for attestation	None	Within 30 day from submission to approval of Certificate of Assumption	H, HRMS and CSC

Total Fees to be Paid	None
Total Processing Time for Recruitment and Selection Process	46 days and 30 minutes plus the period of submission of application as required in the publication



NDCP ADMINISTRATIVE DIVISION
Internal Service: PROCESSING AND ISSUANCE OF
LEAVE OF ABSENCE



PROCESSING AND ISSUANCE OF LEAVE OF ABSENCE

This outlines the step-by-step procedure and the documentary requirements with regard to the application for leave of absence either vacation leave, sick leave, and special leave, among others.

Office or Division:	Human Resource and Management Section (HRMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Internal: Regular and casual employees of NDPC
Checklist of Requirements	
Where to Secure	
1. Duly accomplished application for leave (NDPC-HRMS-F1)	HRMS or Reproduction Section

NDPC Employee Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
Accomplish application for leave form	1. Receive and check the completeness of the submitted leave form.	None	10 minutes	HRMS Staff Room 106, 1st Flr, NDPC Main Bldg.
	2. Check leave records if the available leave credits are still enough to cover the type of leave being applied by the employee. <i>With available leave credits:</i> Forward the form to the H, HRMS	None	10 minutes	HRMS Staff Room 106, 1st Flr, NDPC Main Bldg.



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NDCP Employee Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
	<i>With available leave credits:</i> Return the form to the employee			
2. Wait for the approval of the application for leave	1. Review and sign the form on recommending approval and forward to OPS for approval of PNDCP	None	10 minutes	HRMS Staff Room 106, 1st Flr, NDCP Main Bldg.
	2. Receive the application for leave form and forward it to the Head Executive Assistant (HEA)	None	5 minutes	OPS Room 118, 1st Flr, NDCP Main Bldg.
	3. Determine the accuracy of the application and forward it to EVP	None	5 minutes	HEA Room 118, 1st Flr, NDCP Main Bldg.
	4. Determine the accuracy of the application and initial the leave application if recommended for approval of PNDCP	None	5 minutes	EVP Room 116, 1st Flr, NDCP Main Bldg.
	5. Approve the application for leave form	None	5 minutes	PNDCP Room 120, 1st Flr, NDCP Main Bldg.

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NDCP Employee Steps	Agency Action	Fees to be Paid	Processing Time	Person/ & Office Responsible & Location
	6. Return the approved application leave form to the HRMS	None	Within the day upon PNDCP's approval	OPS Room 118, 1st Flr, NDCP Main Bldg.
	7. Notify concerned personnel upon receipt of his/ her approved application for leave	None	5 minutes	HRMS Staff Room 106, 1st Flr, NDCP Main Bldg.
	8. File or compile the leave application form as basis in the preparation of status of leave credits	None	5 minutes	HRMS Staff Room 106, 1st Flr, NDCP Main Bldg.
Total Fees to be Paid			None	
Total Processing Time for Processing of Application for Leave of Absence			1 hour	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

To Our Valued Clients:

We would like to serve you better. Should you feel dissatisfied or have complaints with our service or of any of our service providers, please send us your feedback, complaints and/or suggestions/recommendations to improve our service and send it to the following contact information:

Contact Person:

Ms Marilyn O Manicsic
Head, Public Assistance/Complaints Desk
National Defense College of the Philippines
Camp General Emilio Aguinaldo, Quezon City

Phone: +63 89116001 Local 4595; +63 89121412

Email: marilyn.manicsic@ndcp.edu.ph
piondcp@gmail.com

Social Media Account: @NationalDefenseCollegePH

Website: www.ndcp.edu.ph

You may also accomplish a feedback form available at the NDCP Lobby. You may put the accomplished form in the drop box located at the lobby.

We assure you that we shall act on your complaints appropriately and promptly. Moreover, we shall appreciate your suggestions/ recommendations to improve our service and will take due consideration on them

Thank you for helping us improve our services.



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF NATIONAL DEFENSE
NATIONAL DEFENSE COLLEGE OF THE PHILIPPINES
Camp General Emilio Aguinaldo, Quezon City

FEEDBACK FORM/COMPLAINTS MECHANISM

Name (Pangalan):	
Address (Tirahan):	
Phone Number (Telepono):	
Email Address:	
Office transacted business with (Opisinang binisita):	
What is your comment? (Ano po ang inyong papuri or reklamo?):	
How else can we serve you better? (Paano pa po namin kayo mapaglilingkuran?):	
Signature (Lagda):	
Date (Petsa):	
Would you like a written reply? (Nais po ba ninyo ng sagot na nakasulat?):	_____ Yes (Oo) _____ No (Hindi)



List of Offices

Office	Address	Contact Information
Office of the President	1st Floor, NDCP Building Camp Aguinaldo, Quezon City	Local 4595; (02)8911-8469 and (02)89116001 ndcpop@gmail.com
Office of the Executive Vice President	1st Floor, NDCP Building Camp Aguinaldo, Quezon City	Local 4595; (02)8911-8469 and (02)89116001 aldrincuna@gmail.com
Academic Affairs Division	2nd Floor, NDCP Building Camp Aguinaldo, Quezon City	Local 4599; (02)8912-9496 ndcp. academics57@gmail. com
Office of the Registrar	2nd Floor, NDCP Building Camp Aguinaldo, Quezon City	+63 89121510 ndcpregistrar@gmail. com
Research and Special Studies Division	3rd Floor, NDCP Building Camp Aguinaldo, Quezon City	Local 4558;(02); 8912-9125
Administrative Affairs Division	1st Floor, NDCP Building Camp Aguinaldo, Quezon City	Local 4568; (02)8912-1412
Human Resource and Management Section	1st Floor, NDCP Building Camp Aguinaldo, Quezon City	Local 4568; (02)8912-1412 hr.ndcp17@gmail.com
Financial and Management Division	1st Floor, NDCP Building Camp Aguinaldo, Quezon City	Local 4565



Office	Address	Contact Information
Philippines Center of Excellence in Defense, Development and Security	3rd Floor, NDCP Building Camp Aguinaldo, Quezon City	https://www.facebook.com/pceds.ndcp
Military Affairs and Security Division	2nd Floor, NDCP Building Camp Aguinaldo, Quezon City	militaryaffairs2510@gmail.com
Library Section	NDCP Library Building Camp Aguinaldo, Quezon City	Local 4563 ndcplibrary@gmail.com
Public Information Office	3rd Floor, NDCP Building Camp Aguinaldo, Quezon City	Local 4558;(02); 8912-9125 manmar.ndcp@gmail.com



Other Important Contact Information

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



Address:
Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines

Email:
info@arta.gov.ph
complaints@arta.gov.ph

Telephone Numbers:
8478-5091 | 8478-5093 | 8478-5099



Address:
Constitution Hills, Batasang Pambansa Complex Diliman 1126 Quezon City

Email:
inquiry@csc.gov.ph

Telephone Numbers:
8931-8092 | 8931-7939 | 8931-7935



Address:
25/F Vertis North Corporate Center 1, North Avenue, Quezon City

Email:
queries@phcc.gov.ph

Telephone Number:
8771-9722



Schedule of Availability of Services

Monday to Friday; 8:00 AM to 5:00 PM

Registrar:

+63 89121510

ndcpreistrar@gmail.com

Academic Affairs Division:

+63 89129117

ndcp.academics1@gmail.com