



BAGONG PILIPINAS

NCCT

NATIONAL COUNCIL FOR CHILDREN'S TELEVISION

Citizen's Charter

2025 (1ST EDITION)



CITIZEN'S CHARTER HANDBOOK

2025 1st Edition

FOREWORD

The **National Council for Children's Television (NCCT)** is pleased to present this Citizen's Charter Handbook - a comprehensive guide designed to help our stakeholders navigate the services and processes we offer at ease. This handbook embodies the NCCT's dedication to fostering a media environment that nurtures the holistic development of Filipino children.

At the NCCT, we deeply value the vital role of television as a powerful medium in shaping young minds, and we are steadfast in our mission to promote high-quality, age-appropriate television content that entertains, educates, and empowers.

This handbook serves as a transparent and accessible resource, inviting all citizens, content creators, and stakeholders to actively engage with the NCCT. Through its pages, you will find clear and straightforward guidance on how to easily access our services and collaborate with us in developing and promoting children's television in the country.

At the heart of the NCCT's work is our commitment to integrity, innovation, and inclusivity. These values guide our efforts to continuously improve our programs, policies, and initiatives to better serve the Filipino children and their families. We remain dedicated in upholding the highest standards of professionalism and accountability in every aspect of our work, with the welfare of the Filipino children as our unwavering priority. We believe that meaningful progress can be achieved through collaboration. By fostering open and productive relationships with our stakeholders, we aim to create a media landscape that supports children's growth and development in the most impactful ways.

We are proud to be part of a movement that supports the growth and development of children through media, and we look forward to working alongside all who share our vision for a brighter future for Filipino children. Let us continue to champion media that uplifts, inspires, and brings safety to the next generation.



DESIDERIA MANCE ATIENZA
Executive Director III

I. MANDATE

The National Council for Children's Television or NCCT was created pursuant to Republic Act No. 8370, otherwise known as the "Children's Television Act of 1997" to promote and encourage the production and broadcast of developmentally-appropriate television programs for children and to monitor the implementation of the Act and other government policies and regulations pertaining to children's broadcast programs. On May 5, 2003, the NCCT was transferred from the Office of the President to the Department of Education, under Executive Order No. 203 signed by then President Gloria Arroyo.

General Functions:

1. Formulate plans and policies on educational children's and child-friendly programming.
2. Support the production of these programs through the administration of the National Endowment Fund for Children's Television and recommendation to Congress of measure for provision of incentives.
3. Monitor children's television program aired during child-viewing hours and take action such as information dissemination and recommendation of actions to appropriate regulatory agencies.
4. Promote media education within the formal school system and other non-formal means.

II. VISION

NCCT 2028: A dynamic and child-friendly media environment that contributes to the holistic development of Filipino children.

III. MISSION

NCCT provides a policy environment that encourages the development, production, and broadcast of developmentally appropriate media content for children.

IV. CORE VALUES

As public servants, the National Council for Children's Television (NCCT) commits to embody:

Integrity: Doing the right thing even when no one is watching, willingness to accept responsibility, morally upright

Innovation: Personnel should be innovative in developing programs, projects, and activities; having a great desire to learn and want to continuously improve

Inclusivity: Provide equal access to opportunities and resources for its people and stakeholders; conducive to or promoting holistic development for the welfare of children, process, and media industry improvement; Open to everyone both internal and external

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External Services

1. Application for the National Endowment Fund for Children's Television (NEFCTV) Grants Program

This procedure is designed to foster the creation of child-friendly media content for Filipino children by developing television programs that promote awareness and appreciation of their cultural identity, national heritage, and social issues, ultimately shaping them into responsible and patriotic citizens of the Philippines.

Office or Division:	Administrative and Finance Division (AFD) - General Administrative Services Section (GASS) - National Endowment Fund for Children’s Television (NEFCTV)		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business Entity G2G - Government to Government		
Who may avail:	Qualified and eligible proponents whose application has been validated by the NEFCTV Secretariat, Selection Committee, and the Technical Working Group		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
NEFCTV Concept Paper Form		NCCT - NEFCTV Secretariat	
Letter of Intent		Proponent	
Certificate of Registration from the Securities and Exchange Commission (SEC)		Proponent	
Certificate of Registration from the Department of Trade and Industry (DTI) for sole proprietorship		Proponent	
Certificate of Registration from the Cooperative’s Development Authority (CDA) for cooperatives		Proponent	
Articles of Incorporation for sole proprietorship		Proponent	
Articles of Cooperatives for cooperatives		Proponent	
By-Laws		Proponent	
General Information Sheet (GIS) or if not SEC-registered, indicate the names and details of incumbent officers		Proponent	
Notarized Secretary Certificate		Proponent	
Mayor’s or Business Permit		Proponent	
Tax Clearance		Proponent	
Omnibus Sworn Declaration		Proponent	
Affidavit of Disclosure of Relations		Proponent	

Certificate that the organization is not "blacklisted" or barred from bidding or participation in any government projects	Proponent			
Certification of compliance with existing labor laws and standards	Proponent			
Certification that the organization has no pending civil, administrative, or criminal case in court or any tribunal or agency	Proponent			
Three (3) years of Track Record	Proponent			
Three (3) years of Audited Financial Reports	Proponent			
Net Financial Contracting Capacity (NFCC) or Credit Line	Proponent			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete eligibility documents and concept paper	1.1 Receive and acknowledge eligibility documents and concept paper from proponents	1.1 None	1.1 Four (4) working hours	1.1 or Project Development Officer (PDO) I or Media Production Specialist (MPS) I
	1.2 Evaluate the submitted eligibility documents and concept paper	1.2 None	1.2 Fourteen (14) working days	1.2 NEFCTV Secretariat
2. Receive the initial feedback from the NEFCTV Secretariat	2.1 Inform the proponents on the status of their submitted application documents	2.1 None	2.1 Six (6) working days	2.1 MPS II or NEFCTV Focal
	2.2 Screen the Concept Paper	2.2 None	2.2 Five (5) working days	2.2 NEFCTV Selection Committee (SC)
	2.3 Inform the shortlisted proponents and request them to submit their project proposal	2.3 None	2.3 Six (6) working days	2.3 MPS II or NEFCTV Focal

3. Submit Project Proposal and necessary documents as needed	3.1 Receive and acknowledge Project Proposal	3.1 None	3.1 Four (4) Hours	3.1 PDO I or MPS I (NEFCTV)
	3.2 Screen and summarize the Project Proposal	3.2 None	3.2 Seven (7) working days	3.2 NEFCTV SC
4. Receive the feedback from the NEFCTV Secretariat	4. Inform the shortlisted proponents to prepare for the pitching and request for their confirmation of their availability.	4. None	4. Within Four (4) Hours	4. MPS II or NEFCTV Focal
5. Confirm attendance for the pitching and deliberation of Project Proposal	5. Receive confirmation of attendance from the proponents	5. None	5. Within Four (4) Hours	5. NEFCTV Secretariat
6. Attend the pitching and deliberation of Project Proposal	6.1 Conduct the pitching and deliberation of Project Proposal	6.1 None	6.1 One (1) working day	6.1 NEFCTV SC and NEFCTV Secretariat
	6.2 Summarize the result of the pitching and deliberation	6.2 None	6.2 Two (2) working days	6.2 MPS II or NEFCTV Focal
	6.3 Endorse eligible proponents to Council for the issuance of Council Resolution	6.3 None	6.3 Within Twenty-five (25) working days	6.3 Council Secretary
	6.4 Receive Council Resolution	6.4 None	6.4 Within Two (2) Hours	6.4 MPS II or NEFCTV Focal
7. Receive the feedback from the NEFCTV Secretariat and Confirm Availability for the	7.1 Inform the qualified proponents regarding the result of the deliberation and request for schedule for the review and orientation of Memorandum Of Agreement (MOA)	7.1 None	7.1 Within Two (2) Hours	7.1 PDO I or MPS I

Memorandum of Agreement (MOA) Orientation	7.2 Receive confirmation of attendance from the qualified proponents	7.2 None	7.2 Within Four (4) Hours	7.2 PDO I or MPS I (NEFCTV)
8. Attend the Memorandum Of Agreement (MOA) orientation	8.1 Drafting of Memorandum of Agreement (MOA)	8.1 None	8.1 Within One (1) Working day	8.1 Legal Section and NEFCTV Secretariat
	8.2 Sending of Initial draft of MOA	8.2 None	8.2 Within Two (2) Working hours	8.2 PDO I or MPS I (NEFCTV)
	8.3 Orientation on the MOA	8.3 None	8.3 One (1) Working day	8.3 Legal Section, NEFCTV Secretariat, and Proponents
	8.4 Finalization of MOA	8.4 None	8.4 Within Twenty-five (25) working days	8.4 Council Secretariat and Legal Section
9. Receive the feedback from the NEFCTV Secretariat and Confirm Availability for the Memorandum of Agreement (MOA) Signing	9.1 Inform the qualified proponents regarding the signing of MOA	9.1 None	9.1 Within Two (2) Hours	9.1 PDO I or MPS I (NEFCTV)
	9.2 Receive confirmation of attendance from the qualified proponents	9.2 None	9.2 Within Four (4) Hours	9.2 PDO I or MPS I (NEFCTV)
10. Receive a Notice of Acceptance	10. Send Notice of Acceptance to Grantee/s	10. None	10. Within Four (4) Hours	10. MPS II or NEFCTV Focal
11. Settle the Performance Security Bond	11. Accept and acknowledge their Performance Security Bond	11. An amount equivalent to 5% of the total grant fund for Cash Bond and 30% issued	11. One (1) working day	11. NEFCTV Secretariat and Budget and Finance Section

		by a surety company for Surety Bond		
12. Attendance to the Memorandum of Agreement (MOA) Signing	12. MOA Signing	12. None	12. One (1) working day	12. Office of the Executive Director (OED) and NEFCTV Secretariat
13. Receive Notice to Proceed (NTP)	13. Send NTP to Grantees	13. None	13. Ten (10) working days	13. MPS II or NEFCTV Focal
14. Submit complete eligibility documents, the signed MOA and NTP.	14. Release the first tranche of the Grant Fund to the Grantee	14. 30% of the total grant fund	14. Within One (1) working day	14. NEFCTV Secretariat and Budget and Finance Section
15. Confirm the availability and attend the Monitoring and Inspection for the Pre-Production Phase	15.1 Request for schedule for the Monitoring and Inspection for the Pre-Production Phase	15.1 None	15.1 Within Four (4) Hours	15.1 PDO I or MPS I (NEFCTV)
	15.2 Conduct the Monitoring and Inspection for the Pre-Production	15.2 None	15.2 Within Six (6) Hours	15.2 NEFCTV Secretariat
16. Confirm the availability and attend the Monitoring and Inspection for the Production Phase	16.1 Request for schedule for the Monitoring and Inspection for the Production Phase	16.1 None	16.1 Within Four (4) Hours	16.1 PDO I or MPS I (NEFCTV)
	16.2 Conduct the Monitoring and Inspection for the Production	16.2 None	16.2 Within Six (6) Hours	16.2 NEFCTV Secretariat

17. Submit Status Report, Fund Utilization Report and Liquidation upon achieving Fifty Percent (50%) of the production.	17.1 Receive and acknowledge receipt of the documents	17.1 None	17.1 Within Four (4) Hours	17.1 PDO I or MPS I (NEFCTV)
	17.2 Review and verify the submitted documents	17.2 None	17.2 Within Six (6) hours	17.2 NEFCTV Secretariat
	17.3 Issuance of Certificate of Percentage of Project Completion and the Release of second tranche of the Grant Fund to the Grantee	17.3 Sixty Percent (60%) of the total grant fund	17.3 Within One (1) working day	17.3 NEFCTV Secretariat and Budget and Finance Section
18. Confirm the availability and attend the Monitoring and Inspection for the Post-Production Phase	18.1 Request for schedule for the Monitoring and Inspection for the Post-Production Phase	18.1 None	18.1 Within Four (4) Hours	18.1 PDO I or MPS I (NEFCTV)
	18.2 Conduct the Monitoring and Inspection for the Post-Production	18.2 None	18.2 Within Six (6) Hours	18.2 NEFCTV Secretariat
19. Submit Status Report, Fund Utilization Report and Liquidation, and all raw and edited materials of the Series.	19.1 Receive and acknowledge receipt of the documents	19.1 None	19.1 Within Four (4) Hours	19.1 PDO I or MPS I (NEFCTV)
	19.2 Review and verify the submitted documents	19.2 None	19.2 Within Three (3) working days	19.2 NEFCTV Secretariat
	19.3 Issuance of Certificate of Acceptance and Completion and the Release of the final tranche of the Grant Fund to the Grantee	19.3 Ten Percent (10%) of the total grant fund	19.3 Within Three (3) working days	19.3 NEFCTV Secretariat and Budget and Finance Section
TOTAL:		116 working days		

2. Availment of Media and Information Literacy Education Services

This procedure shall be established to ensure that the Council will adhere to its mandate specifically under Section 7 (f) of Republic Act No. 8370 – to promote media education within the formal school system and other non-formal means in cooperation with private organizations.

Office or Division:	Programs, Policy, and Research Division (PPRD) – Media and Information Literacy Education Section (MILES)			
Classification:	Highly Technical			
Type of Transaction:	G2C: Government to Citizen G2G: Government to Government			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NCCT-MILES Stakeholders Survey Form		NCCT-MILES		
Official Request or Endorsement Letter		Interested Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm interest in NCCT's Media and Information Literacy Education Services by sending an email inquiry or completing the NCCT-MILES Stakeholders Survey Form.	1. Acknowledge the confirmation from the interested party/organization and respond to their inquiries and concerns.	None	Two (2) working days	Project Development Officer (PDO) II
2. Wait for the evaluation result from NCCT-MILES	2. Evaluate the capacity of the interested party/organization in delivering their tasks through the accomplished NCCT-MILE Stakeholders Survey Form	None	Five (5) working days	PDO II

3. Acknowledge the confirmation from NCCT-MILES	3. Finalize the partnership through an initial partnership meeting	None	One (1) working day	PDO II
4. Review the drafted Memorandum of Agreement	4. Draft the Memorandum of Agreement to formalize partnership	None	Seven (7) working days	PDO II and PDO I
5. Return the signed Memorandum of Agreement	5. Sign the Memorandum of Agreement	None	One (1) working day	PDO II and PDO I
6. Ensure that the logistical and technical requirements are provided and satisfied	6. Coordinate with the partner organization to finalize the logistical and technical preparations	None	One (1) working day	PDO II, PDO I, and Training Specialist I
7. Conduct the NCCT's MILES program in partnership with NCCT-MILES Section	7. Conduct the NCCT's MILES program in partnership with the identified organization	None	<p>TeleBibo Program: Three (3) calendar days</p> <p>UUMT Program: Three (3) calendar days</p> <p>KaSaMaPa Program: One (1) calendar day</p>	Training Specialist I

8. Attend the post-program evaluation activity	8. Evaluate the partnership program through post program evaluation activity	None	One (1) working day	PDO II
TOTAL:		TeleBibo Program: Three (3) weeks or Twenty-one (21) working days UUMT Program: Three (3) weeks or Twenty-one (21) working days KaSaMaPa: Two (2) weeks and five (5) days or Nineteen (19) working days		

3. Hiring of Career and Non-Career Personnel (For Contract of Service/Contractual Positions)

This procedure will serve as a reference in the application process of Contract of Service/ Contractual positions in the National Council for Children's Television

Office or Division:	Administrative and Finance Division (AFD) - Human Resource Management Section (HRMS)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Documents (Personal Data Sheet, Work Experience Sheet, Training Certificates, Diploma, Letter of Intent, Eligibility, etc.)		External		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Submit the required Application Documents to the secretariat@ncct.gov.ph email and accomplish the online application form found in the posting	Receive the Application Documents	None	1 Working Day	Records Officer II
Await the request to be processed	Draft the Hiring Matrix and Initial Assessment Sheet for the specific position	None	1-2 working days	Human Resource Management Officer (HRMO) I
Await for the request to be processed	Coordinate with End Users regarding the accomplishment of the Initial Assessment Sheet for the specific position	None	1-2 working days	HRMO I / End Users concerned
Attend the Initial Interview Await for the request to be processed	Schedule and conduct the initial Online Interview with the eligible applicants	None	1-2 working days	HRMO I / End Users concerned
Await for the request to be processed	Identify applicants who are eligible to proceed with the Final Interview with Executive Director	None	1 working day	HRMO I / End Users concerned
Attend the Final Interview Await for the request to be processed	Schedule and conduct the Final Interview with the Executive Director	None	1 working day	Executive Director
Job Offer/ Regrets				
Onboarding (if chosen)	Facilitate the onboarding of applicant/s	None	1 working day	HRMO III
TOTAL:		None	9-10 Working days	

4. National Video Documentary Contest (DokyuBata)

This procedure shall be established to ensure that the Agency's Program and Content Development Section (PCDS) will adhere to the conduct of a fair, child-friendly and dignified National Video Documentary Contest in the fulfillment of the NCCT mandate to create child-friendly programs and develop child-friendly content.

This procedure intends to define the contest guidelines and client steps for interested applicants. The processes are divided into two (2) major phases: the training and the competition.

Office or Division:	Programs, Policy, and Research Division (PPRD) - Program and Content Development Section (PCDS)		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business Entity G2G - Government to Government		
Who may avail:	Production teams with members ages 12 and up		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
DOKYUBATA TRAININGS			
Registration Form		Link provided in NCCT Facebook Page	
COMPETITION PERIOD			
Video Documentary Entry compliant with the Contest Mechanics		Submission format indicated in the DokyuBata Contest Mechanics	
Production Photos			
One (1) Identification Document per Production Team Member (e.g., Valid ID, Birth Certificate, Passport, Barangay tax Certificate)			
DokyuBata Entry Form		NCCT Website, NCCT Facebook Page	
DokyuBata Music Cue Sheet			

DokyuBata Contest Mechanics				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provision of Certificates for DokyuBata Trainings				
1. Attend the training session on the scheduled date using the official meeting link.	1. Conduct the training session and accept registered participants.	None	Within the day of the scheduled training	PDOs II and I
2. Await receipt of the training certificate via email.	2. Send participants' certificates via email after the training conduct.	None	Within 15 working days after the training event	PDOs II and I
TOTAL:		16 Working Days		
Competition Period (Submission of Entries)				
1. Submit documentary entry and DokyuBata Forms.	1. Acknowledge entries and send drive link.	None	One (1) working day	PDOs II and I
	2. Conduct preliminary screening	None	Seven (7) working days	PDOs II and I

2. Monitor updates on NCCT Facebook page and website	3. Post Top 15 per division on NCCT Facebook Page and Website	None	One (1) workingday	PDOs II and I
3. Await final screening result	4. Conduct final screening to select the finalists	None	Seven (7) working days	PDOs II and I
4. Monitor updates on NCCT Facebook page and website	5. Post the Top 10 entires per division on NCCT Facebook Page and Website	None	One (1) working day	PDOs II and I
5. Submit revised documentarie s as finalists	6. Acknowledge receipt of revised documentaries from finalists	None	One (1) working day	PDOs II and I
6. Await the announcement of winners	7. Announce winners (Major and Minor Awards)	None	One (1) working day	PDOs II and I
TOTAL:		19 Working Days		

5. Registration of Broadcast Television Networks to NCCT

To provide a streamlined and citizen-friendly guide for the efficient registration of Broadcast Television Networks (BTN) with the National Council for Child-Friendly Television (NCCT), as outlined in the Manual of Operations and Procedures of the Child-Friendly Content Standards (CFCS).

Office/Division:	Programs, Policy, and Research Division (PPRD) – Media Monitoring Section (MMS)			
Classification	Highly-Technical			
Type of Transaction	G2B – Government to Business Entity			
Who may avail:	Broadcast Television Networks (BTN)			
Checklist of Requirements			Where to Secure	
1. Broadcast Network Registration Form			Media Monitoring Section	
2. Notarized Secretary Certificate/ Special Power of Attorney for CFCS Focal Person			Broadcast Television Network	
3. Articles of Incorporation and By-Laws or DTI Certificate of Registration			Broadcast Television Network	
4. Latest General Information Sheet (GIS) (for corporate entities)			Broadcast Television Network	
5. Mayor's Permit or Business Permit			Broadcast Television Network	
6. National Telecommunications Commission (NTC) Certificate of Authority or Provisional Authority			Broadcast Television Network	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of Notice to Register/Renew (NTR)	1. Release of NTR	1. None	1. Before the end of November of the prior year. (For new TV stations, NTR must be released immediately upon its first broadcast.)	1. Media Relations and Accreditation officer I (MARO I)/Project Development Officer I (PDO I)

			<p>All documents must be received on or before January 15 of the following year.</p> <p>(For new TV stations, registration documents must be submitted fifteen (15) calendar days upon the receipt of NTR)</p>	
2. Submit Child-Friendly Content Standards (CFCS) Registration Documents	2. Sending of Acknowledgment Email	2. None	2. Within two (2) working days upon receipt of documents	2. MARO I/PDO I
3. Await request to be processed	3. Evaluation of Documents Received	3. None	3. Within three (3) working days upon release of Acknowledgment Email	3. MARO I/PDO I
4. Receive Notification	4. If there are any discrepancies or incomplete documents, inform the Focal Person of BTN	4. None	4. One (1) Working Day upon evaluation	4. MARO I/PDO I
5. Send the updated documents	5. Receive the updated documents	5. None	5. (Depends on the resubmission of BTN)	5. MARO I/PDO I

6. Await request to be processed.	6. 1 Preparation of Certificate of Registration (COR)	6. None	6.1 Within three (3) working days upon complete evaluation	6. Information Systems Researcher II (ISR II)
	6.2 Review of Drafted COR		6.2 Within three (3) working days upon complete evaluation	6.2 Programs, Policy, and Research Division (PPRD) Head
	6.3 Endorsement of Reviewed COR		6.3 Within one (1) working day upon approval of draft COR	6.3 PPRD Head
	6.4 Review of Submitted COR		6.4 Within three (3) working days upon receipt of draft COR	6.4 Office of the Executive Director (OED)
	6.5 Signing of COR		6.5 Within one (1) working day upon approval of draft COR	6.5 OED
	6.6 Releasing of Signed COR		6.6 Within one (1) working day upon signing of COR	6.6 OED
	6.7 Preparation of Delivery of Signed COR		6.7 Within one (1) working day upon signing of COR	6.7 MARO I/ PDO I
7. Receipt of Certificate of Registration	7. Issuance of Signed COR	7. None	7. Within two (2) working days upon signing of COR	7. MARO I/PDO I
		Total:	20 Working Days	

6. Requests of HR Related Documents

This procedure will serve as a reference in the efficient requesting and availment of HR Related Documents

Office or Division:	Administrative and Finance Division (AFD) - Human Resource Management Section (HRMS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	NCCT Personnel and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment of NCCT HR Request Form - Other supporting documents (copies of contract, service records, certificates) may be provided by the requesting party		NCCT Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the NCCT HR Request form	1. Receive the HR Request Form submission and process the requested documents	None	1-4 working days	Human Resource Management Officer I (HRMO) I / (HRMO) III
2. Receive the requested documents in the HRMS	2. Issue the document/s to the requesting personnel	None	1 Working Day	HRMO I/ HRMO III
TOTAL:		None	5 Working days	

7. Request for Official Engagement with the Executive Director

Requests for official engagements with the NCCT Executive Director are confirmed through the staff of the NCCT Office of the Executive Director, after careful review and internal consultation of the said request. Official engagement refers to all activities requiring the presence of the NCCT Executive Director (e.g. meetings and activities where the ED is invited as a resource person or person to deliver a message)

Office or Division:	Office of the Executive Director			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs, other Government Instrumentalities, Private Sectors and NCCT Secretariat			
Fees to be paid:	None			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Official letter or Official email		Requesting clients from all Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Sectors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Convey official invitation or request for official engagement with the NCCT Executive Director through email or snail mail.	1.1. Receive official invitation or request for appointment and provide acknowledgement. a. If the request is received through the secretariat@ncct.gov.ph, the NCCT Records Officer shall log and forward the letter to the	None	10 minutes	Administrative Assistant III (Secretary)

	<p>Secretary II of the office of the Executive Director.</p> <p>b. if request is received through the Executive Director's email, the ADAS shall print invitation</p>			
	<p>1.2. The ADAS of the Office of the Executive Director shall check for the completeness of the documents and record invitation or request in the logbook</p> <p><i>Note: ADAS may request for additional supporting documents.</i></p>	None	10 minutes	ADAS
<p>a. For meeting -</p> <p>b. As Keynote Speaker</p> <p>c. Program, agenda, and other meeting materials to the EA for schedule management</p>	<p>1.3 Forward the invitation to EA including the attachment based on their request.</p>	None	10 minutes	ADAS
	<p>1.4. Classify invitation or request according to appropriateness and availability of the ED</p>	None	1 hour	Executive Assistant (EA) II

	<p>1.5 The EA shall discuss with the ED the details of the official engagement</p> <p>a. If appropriate for the NCCT ED, it will be plotted on the ED's calendar for consideration and approval.</p> <p>b. If not appropriate for the NCCT ED, it will be forwarded and endorsed to the appropriate division/section.</p>	None	1 hour	EA
	1.6. Approve invitation or request for appointment.	None	1 working day	NCCT ED
2. Receive feedback from the NCCT Office of the Executive Director	2.1. Prepare a response letter to the requesting party.	None	2 hours	EA
	2.2 The ADAS shall log and forward the letter to the Records Officer for appropriate action.	None	10 minutes	ADAS
3. Accomplish the Client Satisfaction Survey	3.1. Administer the Client Satisfaction Survey.	None	10 minutes	ADAS
TOTAL:		1 working day, 4 hours and 50 minutes		

Internal Services

1. Data Analysis

This procedure shall be established to provide reliable statistical evidence that can help assess the impact of the Agency's programs, projects, and activities, as well as identify the compliance of broadcast television networks toward the provisions of the Child-Friendly Content Standards (CFCS).

This procedure defines the controls needed to provide accurate data analyses on NCCT's data collection for the development and improvement of its programs, projects, and activities.

Office or Division:	Programs, Policy, and Research Division (PPRD) - Policy and Research Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NCCT Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activity Request		Policy and Research Section		
Task Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures a work signed work endorsement Form or Task Request Form	1. Identifies the problem of the requesting party on what it tries to know or to solve	None	20 working days before the data is needed	Project Development Officer (PDO) I
2. Submit the necessary references and data	2. Collects needed data from the requesting party	None	15 working days before the data is needed	PDO I

	2.1 Cleans the data in preparation for analysis	None	15 working days before the data is needed	PDO I
	2.2 Analyzes the available data by using various analysis techniques and tools. Creates graphs or tables to provide visual representations.	None	15 working days before the data is needed	PDO I
	2.3 Interprets the result of the analysis. Provides recommendations and conclusions if required by the requesting party	None	15 working days before the data is needed	PDO I PDO II PPRD Head
3. Receipt of the requested data	3. Submits a complete report to the requesting party		within 10 working days before the data is needed	PDO I
TOTAL:		20 working days		

2. Processing of Obligation Request and Status

Obligation Request and Status/Contracts is a required document by Commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts. This procedure is used to ensure that the management of budget utilization is in accordance with the appropriation under the General Appropriations Act (GAA) as allotment order policy for personal services, maintenance and other operating expenses and capital outlay.

Office or Division:	National Council for Children's Television (NCCT) Secretariat (end user)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	NCCT Secretariat	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Request for Honorarium <ol style="list-style-type: none"> Disbursement Voucher (DV) Obligation Request and Status (ORS) Form Honorarium Computation Form Approved Activity Request Terms of Reference (TOR)/Certificate of Employment (COE) with compensation Updated Curriculum Vitae of the Resource Person Letter of Invitation to Resource Person with Conforme Terminal Report (if applicable) 		Requesting/Originating Office /NCCT Portal
<ul style="list-style-type: none"> Request for Payment (Supplier) <ol style="list-style-type: none"> Disbursement Voucher (DV) Obligation Request and Status (ORS) Form Approved Activity Request Statement of Account (SOA)/Billing (if applicable) Notarized Contract Notice to Proceed Notice of Award Terms of Reference BAC Resolution Other Bid Documents (if applicable) 		Requesting/Originating Office
<ul style="list-style-type: none"> Cash Advance <ol style="list-style-type: none"> Disbursement Voucher (DV) Obligation Request and Status (ORS) Form Approved Activity Request 		Requesting/Originating Office

4. Project Briefers with Financial Requirements (if applicable) 5. Authority to handle cash				
• Reimbursement <ol style="list-style-type: none"> 1. Disbursement Voucher (DV) 2. Obligation Request and Status (ORS) Form 3. Approved Activity Request 4. Project Briefers with Financial Requirements (if applicable) 5. Authority to reimburse 6. Official Receipts/ Sales Invoice 		Requesting/Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Requesting unit will submit the Disbursement Voucher (DV) and Obligation Request Status (ORS) to Budget Section	1.1. Receive and record the document	None	1 hour (upon receipt of DV and ORS)	Budget Officer I (Receiving Personnel)
	1.2. Review, verify, and indicate the availability of allotment	None	2 hours	Budget Officer I (Person-In-Charge)
	1.3. Encode in the ORS Monitoring/Registry of Registry Allotment Obligation (RAO)	None	1 hour	Budget Officer I (Person-In-Charge)
	1.4. Review and initial/sign	None	2 hours	Budget Officer II (Section Head)
	1.5. Endorse to Office of the Director (OED) for review and signatory of the Agency's head	None	1 working day	Executive Directors III/Head of Agency
	1.6. Endorse to the Finance Section (Outgoing Documents)	None	2 hours	Budget Officer I/Budget Officer II
TOTAL:		2 working days		

3. Liquidation of Petty Cash

Office or Division:	General Administrative Services Section (GASS)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	NCCT Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts		Service/Goods Provider		
CERR/RER		HR and Admin Portal		
Petty Cash Voucher		End user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claim Petty Cash Voucher from Petty Cash Custodian	1. Release petty cash voucher to the end user.	None	15 minutes	Petty Cash Custodian
2. Submit accomplished petty cash voucher	2. Review submitted documents and sign the petty cash voucher.	None	2 hours	Petty Cash Custodian
TOTAL:			Within 2 hours and 15 minutes	

4. Motor pool Services

The Motor Pool Services at NCCT provide vehicle transportation for employees to facilitate their activities and transactions outside the office. Employees can request these services for various purposes, ensuring they have reliable and efficient transportation for official duties. This service aims to support the smooth operation of NCCT's functions by offering convenient and accessible transportation options.

Office or Division:	General Administrative Services Section (GASS)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	NCCT Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Locator Slip (Within Metro Manila) Authority to Travel (Outside Manila) Authority to Attend (Outside Manila)		NCCT Admin and HR Portal		
Trip Ticket				
Request for Vehicle Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online vehicle request google form.	1.1 Receipt of Request with complete attachments.	None	30 minutes	Administrative Officer III
	1.2 Schedule the trip in the motor pool calendar.	None	30 minutes	
	1.3 Print trip ticket and vehicle request form.	None	15 minutes	
2. Receive and sign the printed trip ticket and request for vehicle form.	2. Endorse the documents to the end-user.	None	30 minutes.	Administrative Officer III
TOTAL:			Within 1 hour and 45 minutes	

5. Request of Petty Cash

The General Administration at NCCT manages the Petty Cash Reimbursement service, which allows employees to claim reimbursement for small, out-of-pocket expenses incurred during official duties. This service ensures that employees can promptly recover minor expenses without undergoing a lengthy approval process. It supports the smooth execution of day-to-day operations by providing a quick and efficient way to handle incidental costs.

Office or Division:	General Administrative Services Section (GASS)				
Classification:	Simple				
Type of Transaction:	G2G				
Who may avail:	NCCT Secretariat				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Official Receipts			Service/Goods Provider		
Petty Cash Voucher			End user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit an accomplished petty cash voucher	1.1 Receipt of accomplished petty cash voucher.	None	30 minutes	Petty Cash Custodian	
	1.2 Check availability of cash.	None	Within 2 hours	Petty Cash Custodian	
2. Receive cash and sign the petty cash voucher.	2.1 Assign control number to the voucher and release the cash to the end user	None	30 minutes	Petty Cash Custodian	
TOTAL:			Within 3 hours		

6. Reimbursement of Petty Cash

Office or Division:	General Administrative Services Section (GASS)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	NCCT Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts		Service/Goods Provider		
CERR/RER		HR and Admin Portal		
Petty Cash Voucher		End user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished petty cash voucher with complete attachments.	1.1 Receipt of accomplished petty cash voucher with complete attachments.	None	30 minutes	Petty Cash Custodian
	1.2 Check availability of funds.	None	Within 2 hours	Petty Cash Custodian
	1.3 Review submitted documents	None	1 hour	Petty Cash Custodian
2. Receive cash and sign petty cash voucher.	2. Release of cash and sign petty cash voucher.	None	30 minutes	Petty Cash Custodian
TOTAL:			Within 4 hours	

7. Processing of Leave Applications

This procedure will serve as a reference in the efficient filing of Leave Applications

Office or Division:	Administrative and Finance Division (AFD) - Human Resource Management Section (HRMS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NCCT Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
x2 Application for Leave Form (Civil Service Form No. 6 Revised 2020)		NCCT Portal		
Medical Certificate (If more than 5 days of Sick Leave)		External		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two (2) copies of accomplished Application for Leave Forms (AFL) with the signature of requesting personnel and immediate supervisor to HRMS	1. Receive the AFL forms, monitor, and certify the leave credits and identify if the AFL is eligible for processing before submission to HRMO III for their signature.	None	1 working day	Human Resource Management Officer (HRMO) I
	1.1 HRMO III reviews the form and affixes their signature to be forwarded to the Supervising Administrative Officer (SAO)	None	1 working day	HRMO III
	1.2 SAO reviews the form and affixes their signature to be forwarded to the Office of the Executive Director	None	1 working day	Supervising Administrative Officer (SAO)

	(OED) for their signature			
	1.3 The Executive Director reviews the form and affixes their signature to be forwarded to AO II for release	None	1-2 working days	Executive Director III
2. Receive copy of the Approved Leave Application	2. The AO II will monitor and track the approved AFL before releasing the approved copy to the requesting personnel	None	1-2 working days	Administrative Officer II
TOTAL:		7 Working days		

8. Requests of Payroll Documents

This procedure will serve as a reference in the efficient issuance of Payroll Documents

Office or Division:	Administrative and Finance Division (AFD) - Human Resource Management Section (HRMS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NCCT Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment of Digital Daily Time Record (DTR)		NCCT Portal		
Daily Time Record Card		Internal		
Attachments of travel documents (if any) to be uploaded to the Attachments Drive folder		Internal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Accomplished Digital DTR to HRMS and its attachments / supporting documents Await for the request to be processed	Received DTR submissions for cross-checking and HRMO III signature	None	1-2 working days	Human Resource Management Officer (HRMO) I / HRMO III
Await for the request to be processed	Draft the Report on Attendance (ROA) and forward to HRMO III, SAO, and Executive Director's signature	None	1-2 working days	HRMO I HRMO III SAO ED
Receive Payroll	Submit the signed ROA to Finance Section for processing of Payroll	None	1 working day	Finance Section
TOTAL:		7 Working days		

9. Processing of Training Nominations

This procedure will serve as a reference in the efficient requesting of training.

Office or Division:	Administrative and Finance Division (AFD) - Human Resource Management Section (HRMS) Learning and Development			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NCCT Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for training signed by personnel (addressed to Executive Director thru HRMS)		External		
Training Invitation		External		
Training Program Flow		External		
Training Nomination Form (To be accomplished by HRDC)		Human Resource Development Committee (HRDC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a Letter of Request for training signed by requestee (addressed to Executive Director thru HRMS) to the HRMS	Receive the Request and letter and coordinate with HRDC chairperson for the nomination of potential attendees	None	1-2 working days	HRMO I / HRDC Chairperson
Await the request to be processed	HRMO I drafts the Nomination Form to be submitted to the HRDC head for their signature and endorsement to the Executive	None	1 working day	HRMO I

	Director for approval			
Await for the request to be processed	HRDC reviews the documents and affixes their signature to be submitted to the Office of the Executive Director for their approval	None	1 working day	HRDC Chairperson / HRMO I
Await for the request to be processed	The Executive Director reviews the form and affixes their signature	None	1-2 working days	Executive Director III
Receive copy of the Approved Training Request	The HRMO I will send a copy of the approved training request to the personnel for their reference	None	1 working day	HRMO I
TOTAL:		7 Working days		

10. Requests of HR Related Documents

This procedure will serve as a reference in the efficient requesting and availment of HR Related Documents

Office or Division:	Administrative and Finance Division (AFD) - Human Resource Management Section (HRMS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	NCCT Personnel and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment of NCCT HR Request Form - Other supporting documents (copies of contract, service records, certificates) may be provided by the requesting party		NCCT Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the NCCT HR Request form	1. Receive the HR Request Form submission and process the requested documents	None	1-4 working days	Human Resource Management Officer (HRMO) I / HRMO III
1. Receive the requested documents in the HRMS	2. Issue the document/s to the requesting personnel	None	1 Working day	HRMO I/ HRMO III
TOTAL:		5 Working days		

11. Request for Simple IEC materials

This procedure will serve as a reference in the efficient creation of IEC materials of the National Council for Children's Television Secretariat. Simple IEC materials include but are not limited to advocacy materials, online publication materials (hiring posts, announcements, etc.).

Office or Division:	Office of the Executive Director (OED) - (Information and Communication Technology Section (ICTS))			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Entity			
Who may avail:	National Council for Children's Television Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CAS Task Form		Information and Communication Technology Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Task Form	1.1 Receive Task Form from concerned division/section/client	None	5 Minutes	Creative Arts Specialist I
	1.2 Produce the IEC material	None	3 working days	Creative Arts Specialist I
2. Approve design or evaluate for revision/s	2.1 Present design draft to client	None	1 Hour	Creative Arts Specialist I
	2.2 Implement revisions and secure approval from client	None	1 working day	Creative Arts Specialist I
3. Receive approved IEC materials	3. Submit approved IEC materials to concerned division/client	None	5 minutes	Creative Arts Specialist I
TOTAL:		3-4 working days, 1 Hour, 10 Minutes		

12. Request for Complex IEC materials

This procedure will serve as a reference in the efficient creation of IEC materials of the National Council for Children's Television Secretariat. Complex IEC materials include but are not limited to advocacy materials, publication materials (monthly celebration/observances, announcements, etc.), AVPs, presentation decks, infographics, posters, brochures, flyers, tarpaulins, etc.

Office or Division:	Office of the Executive Director (OED) - (Information and Communication Technology Section (ICTS))			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government Entity			
Who may avail:	National Council for Children's Television Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CAS Task Form		Information and Communication Technology Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Task Form	1.1 Receive Task Form from concerned division/section/client	None	5 Minutes	Creative Arts Specialist I
	1.2 Produce the IEC material	None	7 working days	Creative Arts Specialist I
2. Approve design or evaluate for revision/s	2.1 Present design draft to client	None	1 Hour	Creative Arts Specialist I
	2.2 Implement revisions and secure approval from client	None	3 working days	Creative Arts Specialist I
3. Receive approved IEC materials	3. Submit approved IEC materials to concerned division/client	None	5 minutes	Creative Arts Specialist I
TOTAL:		7-10 working days, 1 Hour, 10 Minutes		

13. Request for Highly Technical IEC materials

This procedure will serve as a reference in the efficient creation of IEC materials of the National Council for Children's Television Secretariat. Highly Technical IEC materials include but are not limited to advocacy materials (desk calendar, planner, etc.), AVPs, animated videos, handbooks, agency reports, branding collaterals, etc.

Office or Division:	Office of the Executive Director (OED) - (Information and Communication Technology Section (ICTS))			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	National Council for Children's Television Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CAS Task Form		Information and Communication Technology Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Task Form	1.1 Receive Task Form from concerned division/section/client	None	5 Minutes	Creative Arts Specialist I
	1.2 Produce the IEC material	None	20 working days	Creative Arts Specialist I
2. Approve design or evaluate for revision/s	2.1 Present design draft to client	None	1 Hour	Creative Arts Specialist I
	2.2 Implement revisions and secure approval from client	None	5 working days	Creative Arts Specialist I
3. Receive approved IEC materials	3. Submit approved IEC materials to concerned division/client	None	5 minutes	Creative Arts Specialist I
TOTAL:		20-25 working days, 1 Hour, 10 Minutes		

14. Request for production of NCCT (agency-wide) Collaterals

This service aims to obtain agency-wide collaterals and information needed from the National Council for Children's Television (NCCT) to support ongoing or upcoming Project, Programs and Activities (PPAs) including but not limited to: fact sheets, press and media releases, informational brochures, reports, etc.

Office or Division:	Office of the Executive Director (OED) - (Information and Communication Technology Section (ICTS))			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NCCT Secretariat, National Government Agencies (NGA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (for NCCT Secretariat)		ICTS – Information Office		
Letter Request (for Stakeholders)		Records Office/ Concerned Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email with attached Request Form or Letter Request	1.1 Receiving and lodging of request from concerned section/client	None	Within 1 hour	Information Officer I/ Records Officer II
	1.2 Present the initial draft /concept to the end user/ requester	None	Within 5 working days depending on the type of collaterals	Information Officer I/ Concerned Section
	1.3 Implement revisions	None	Within 5 working days	Information Officer I
2. The end user or requester will receive an email requesting approval for the requested materials.	2.1 Secure approval from end user/requester	None	Within 2 working days	Concerned Section/ Division Supervisor
	2.2 Evaluation and approval of request	None	Within 2 working days upon receipt of the request	OED Supervisor /Information Officer I

3. The end user or requester will receive the requested materials via email.	3. Submit to concerned section/client	None	Within 1 hour	Information Officer I
TOTAL:		Within 14 working days, 2 hours		

15. Posting of social media or online materials

The purpose of this process is to organize the social media calendar of the NCCT and engage the information officer to manage and enhance the online presence of NCCT through effective social media strategies. This includes but is not limited to the posting of activities conducted, holidays and observances, job vacancies, request for bidding and quotation, cross posting from stakeholders and the like.

Office or Division:	Office of the Executive Director (OED) - (Information and Communication Technology Section (ICTS))			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NCCT Secretariat, National Government Agencies (NGA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (for Stakeholders)		ICTS – Information Office		
Request form (for NCCT Secretariat)		ICTS – Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request form or letter of request through email with attached online materials to be posted	1. Receiving and lodging of request from concerned section/client	None	Within 1 hour	Information Officer I
2. The end user or requester (external) will receive an email confirming receipt of their request.	2.1 Endorse the request to the immediate supervisor (for external requests)	None	Within 1 working day	OED Supervisor

	2.2 Notify the end user or requester for the schedule of the social media post	None	Within 1 working day	Information Officer I
3. The end user or requester will receive an email with the link once it has been posted.	3. Send the link to the end user or requester once posted	None	Within 1 hour	Information Officer I
TOTAL:		Within 2 working days, 2 hours		

16. Provision of Communication Support and other linkages

The purpose of this process is to provide assistance to the NCCT Secretariat for the needed communication support and facilitating strategic linkages for the Agency including activity documentation, media relations, stakeholder engagements and public relations campaign.

Office or Division:	Office of the Executive Director (OED) - (Information and Communication Technology Section (ICTS))			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NCCT Secretariat, National Government Agencies (NGA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Task Form (for NCCT Secretariat)		ICTS – Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the task form	1. Receiving and evaluation of request	None	Within 1 hour	Information Officer I
During conduct of activities:				
	1.1 Conduct audio/video recording and take photo documentation of the proceedings/activity.	None	During the activity	Information Officer I

	1.2 Create social media posts, updates, and stories for cross-posting.	None	During the activity	Information Officer I
Before or after the conduct of the activities:				
2. The end user will have to wait to receive an email regarding the requested communication support.	2. Delivery of approved communication support requests	None	Within 5 working days depending on the type of communication support/output	Information Officer I
3. The requester or end user should email an invitation for communication support related to the activity.	3. Secure approval from end user/requester and the immediate supervisor	None	Within 2 working days	Concerned Section/ Immediate Supervisor
TOTAL:		Within 8 working days, 1 hour		

17. Request for Simple IT Service Request

This procedure will serve as a reference for the efficient provision of IT support by the National Council for Children's Television Secretariat.

Office or Division:	Office of the Executive Director (OED) - (Information and Communication Technology Section (ICTS))			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	National Council for Children's Television Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IT Service Request Form - Simple		Information and Communication Technology Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form. Provide equipment details (e.g., serial number, location).	1.1 Receive the request form and the unit for evaluation 1.2 Assign a reference number and send acknowledgement to the client.	None	1 working day	IT Personnel
2. Allow access for technicians to perform IT repairs.	2.1 Conduct initial evaluation upon receipt of the request 2.2 Record the finding identified.	None	1 working day	IT Personnel
3. Allow access for technicians to perform IT repairs.	3.1 Perform IT support or solution.	None	3 to 5 Working Days	IT Personnel
	3.2 Provide a detailed report of issues and required parts (if any) for client approval.	None	1 to 2 working days	IT Personnel
4. Receive notification and evaluation reports from IT.	4.1 Return the unit to the requestor. 4.2 Perform quality checks, testing all repaired components and IT service applied.	None	1 working day	IT Personnel

Review completion of service and verify functionality.	4.3 Log completion in the system.			
TOTAL:		Within 7-10 Working Days		

18. Request for Complex IT Service Request

This procedure will serve as a reference for the efficient provision of IT support by the National Council for Children's Television Secretariat.

Office or Division:	Office of the Executive Director (OED) - (Information and Communication Technology Section (ICTS))			
Classification:	Simple / Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	National Council for Children's Television Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IT Service Request Form - Complex		Information and Communication Technology Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form. Provide equipment details (e.g., serial number, location).	1.1 Receive the request form and the unit for evaluation 1.2 Assign a reference number and send acknowledgement to the client.	None	1 working day	IT Personnel
2. Allow access for technicians to perform IT repairs.	2.1 Conduct initial evaluation upon receipt of the request 2.2 Record the finding identified.	None	1 working day	IT Personnel
3. Allow access for technicians to perform IT repairs.	3.1 Perform IT support or solution from NCCT IT or Third party provider.	None	Within 7 to 15 working Days	IT Personnel

	<p>3.2 Provide a detailed report of issues and required parts (if any) for client approval.</p> <p>3.3 Obtain approval for any chargeable parts or services.</p>	None	3 to 5 working Days	IT Personnel
<p>4. Receive notification and evaluation reports from IT. Review completion of service and verify functionality.</p>	<p>4.1 Return the unit to the requestor.</p> <p>4.2 Perform quality checks, testing all repaired components and IT service applied.</p> <p>4.3 Log completion in the system.</p>	None	1 working day	IT Personnel
TOTAL:		Within 13- 23 Working Days		

19. Contract Review

This service aims to review the contracts that were drafted by NCCT sections and/or personnel including existing contracts of the Agency prior to its execution.

Office or Division:	Office of the Executive Director (OED) - Legal Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filing of Request form		Online or Onsite		
Complete Supporting Documents		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request via email or through submission of the request form to the Legal Section.	1. The Legal Section shall record the request and check the completeness of the submitted documents	None	15 minutes	Legal Assistant
2. Receipt of Acknowledgement	2. The Legal Section will issue an acknowledgement containing the date of receipt of the request, the documents received, and the handling officer.	None	15 minutes	Legal Assistant
3. Review of Contracts	a. The Legal Section shall review the contract in relation to the submitted documents b. When necessary, the Agency Lawyer will revise pertinent provisions to the contract	None	3 working days	Agency Lawyer

4. Receipt of the initial reviewed contract	4. The Legal Section will send the reviewed contract to the requesting party for review and comment	None	15 minutes	Legal Assistant
5. Clarificatory Conference	5.1 Agency Lawyer will conduct a clarificatory conference with the requesting party to address any concerns or clarifications	None	1 working day	Agency Lawyer
	5.2 All the discussion points will be finalized and incorporated in the final contract.	None	1 working day	Agency Lawyer
6. Sending of Final Reviewed or Re-drafted Contract	6. The Legal Section will send the final reviewed or re-drafted contract to the requesting party for final approval	None	15 minutes	Legal Assistant
7. Releasing of Contract	7. Upon final approval, the Legal Section will release the final contract to the requesting party containing its appropriate control number.	None	15 minutes	Legal Assistant
TOTAL:		Within 5 working days, 1 hour and 15 minutes		

20. Legal Consultation

This service offers legal counseling and support to address various legal matters, disputes, and concerns within the Agency.

Office or Division:	Office of the Executive Director (OED) - Legal Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filing of Request form		Online or Legal Office		
Confirmed Appointment		(Email/ Google Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for Legal Counseling	a. The Legal Section shall record the request including pertinent details of the issue b. The schedule for the consultation will be communicated to the requesting party	None	15 minutes	Legal Assistant
2. Consultation Conference with Agency Lawyer	a. The Agency Lawyer will conduct the consultation and provide legal advice on the matter	None	1 hour	Agency Lawyer
3. Release of summary of the consultation	The Legal Section will document the discussion points and provide the requesting party with a bullet point summary of the consultation	None	1 working day	Legal Assistant
TOTAL:		Within 1 working day, 1 hour and 15 minutes		

21. Issuance of Certification of No Pending Case

This service certifies that the requesting party has no outstanding administrative case filed and maintains a positive standing with the Agency.

Office or Division:	Office of the Executive Director (OED) - Legal Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Stakeholders (NCCT Secretariat)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled out Request form		Online or Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a Request for Certification of No Pending Case	1. The Legal Section shall record the request and check the files and records of the requesting party.	None	15 minutes	Legal Assistant
2. Preparation of Certification of No Pending Case	2. Drafting of the Certification of No Pending Case	None	1 working day	Agency Lawyer
3. Signing and approval of Certification	3. The Agency lawyer shall approve and sign the Certification of No Pending Case	None	3 hours	Agency Lawyer
4. Release of the Certification	4. The Legal Section will furnish the requesting party with the Certification of No Pending Case, accompanied by its corresponding control number	None	15 minutes	Legal Assistant
TOTAL:		Within 1 working day, 3 hours and 30 minutes		

22. Request for Drafting of Contracts

This service aims to assist the Secretariat in drafting legally binding contracts and ensure that the Agency's interests are protected.

Office or Division:		Office of the Executive Director (OED) - Legal Section		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Internal Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filing of Request form		Online or Legal Office		
2. Complete Supporting Documents		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request via email or through submission to the Legal Section	1. Receive and record the request	None	15 minutes	Legal Assistant
2. Submission all necessary documents in relation to the request from the submission of request	2. The Legal Section will review all the documents submitted	None	15 minutes	Legal Assistant
3. Receipt of Acknowledgement from the Legal Section	a. The Legal Section shall issue an acknowledgement of the request containing the date of receipt of the request, documents received relative to the request and handling officer.	None	15 minutes	Legal Assistant

	b. Depending on the complexity of the contract and the Section's workload, the Legal Section shall conduct interviews and consultation with the end-user / requester		2 working days	Legal Assistant with advice from the Agency Lawyer
	c. The Legal Section shall draft the contract within five working days from receipt of the complete documents			
	d. The Legal Section may request for additional information or clarification on the issue or subject matter of the contract.		5 working days	Agency Lawyer
			1 working day	Agency Lawyer
4. Initial draft of Contract	a. The Legal Section shall send the initial draft of the contract to the requesting party for review and comments	None	1 working day	Legal Assistant
	b. The requesting party shall review the draft and provide comments and/ or changes within 1			Requesting Party

	working day from receipt of the draft			
5. Receipt of Final Draft	<p>a. The Legal Section will send the final draft to the requesting party after incorporating the changes or comments provided for approval.</p> <p>b. The requesting party will either confirm the final draft or communicate any final comments/clarifications.</p>	None	15 minutes	<p>Legal Assistant</p> <p>Requesting Party</p>
	5.2 Finalization of the Contract	None	1 working day	Agency Lawyer
6. Release of the final Contract	7. Upon approval of the final draft, the Legal Section will release the Final Contract with its corresponding Control Number to the requesting party.	None	15 minutes	Agency Lawyer through the Legal Assistant
TOTAL:		Within 10 working days 1 hour and 15 minutes		

23. Issuance of Memorandum and Office Order

Preparation and issuance of policies in the form of Office Memorandum and Office Orders.

Office or Division:	Office of the Executive Director			
Classification:	Highly technical transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NCCT Division/Section/Committees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft of the Office Memorandum or Office Order and Attachments as may be needed: <ul style="list-style-type: none"> Request Letter Issuances from higher authorities Rationale Activity Request 		From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the draft Memorandum or Office Order requesting for assistance to facilitate the issuance of the Memorandum or Office Order with the following attachment, as may be needed.	1.1. Receive request letter and draft Memorandum or Office Order from the client	None	10 minutes	Administrative Assistant III (Secretary)
	1.2. Research, consult, and provide comments or inputs on the draft Memorandum or Office Order	None	For simple: 1 working days (Depending on the classification of documents) For Complex: 4 working days (Depending on the classification of documents) For Highly Technical: 6 working days	Executive Assistant (EA) II

			(Depending on the classification of documents)	
	1.3. Route the finalized Memorandum or Office Order to the top management for approval and signature.	None	1 hour	EA II
	1.4 The Executive Director shall review the documents. If approved and signed, proceed to step 1.5 and if not, return the document to the end-user for information and appropriate action.	None	minimum of 1 working day (depending on the classification of the document)	Executive Director (ED)
	1.5. Take further action, if needed, and forward the final document to the Records Section for its official release/dissemination	None	30 minutes	ADAS III
2. Receive the official copy of approved/disapproved Memorandum or Office Order.	2.1. Inform/provide the client a copy of the approved Memorandum or Office Order.	None	30 minutes	ADAS III
3. Accomplish the Client Satisfaction Survey	3.1. Administer the Client Satisfaction Survey.	None	2 minutes	ADAS III
TOTAL:		2 working days, 2 hours , 12 minutes (simple) 5 working days, 2 hours, 25 minutes (complex) 7 working days, 2 hours, 25 minutes (highly technical)		

24. Response to Written Communications (Email and Snail Mail)

Internal or external written communications received at the Office of the Executive Director will be promptly acknowledged and replied to.

Office or Division:	Office of the Executive Director			
Classification:	Simple, Complex, or Highly Technical (depending on the type of document)			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens			
Who may avail:	NCCT Division/Section/Committees All Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Official letter or Official email addressed to the Executive Director		A. Requesting client from all Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Sectors B. NCCT Division/Section/Committees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Send written communication through email or snail mail.	1.1. Receive written communication and provide acknowledgement, if sent via email. If the request is received through the secretariat@ncct.gov.ph, the NCCT Records Officer shall log and forward the letter to the Administrative Assistant III (Secretary) of the Office of the Executive Director. If request is received through the Executive Director's email, the ADAS shall print the letter	None	10 minutes	Administrative Assistant III (Secretary)

	1.2. Print written communication.	None	10 minutes	ADAS III
	1.3. Record written communication in the logbook and document tracker.	None	10 minutes	ADAS III
	1.4. Review documents for endorsement to the Executive Director a. If appropriate for the Executive Director, it will be endorsed to the ED for instruction/approval. b. If the written communication is not for the ED, it will be returned and endorsed to the appropriate division/section or sender.	None	1 working day	Executive Assistant (EA) II
	1.5 Prepare a response and endorse to the ED for approval	None	For simple: 1 working days (Depending on the classification of documents) For Complex: 4 working days (Depending on the classification of documents) For Highly Technical: 6 working days (Depending on the	EA II

			classification of documents)	
	1.6 The ED shall approve/sign written communication a. if approved, the response letter shall be endorsed to the ADAS to log b. if not approved, return to step 1.5	None	1 working day	NCCT Executive Director III
2. Receive feedback response from the NCCT Office of the Executive Director	2. The ADAS shall log and forward the signed and approved copy of the written communication to the client or through the Records Officer, as may be applicable.	None	15 minutes	ADAS III
3. Accomplish the Client Satisfaction Survey	3. Administer the Client Satisfaction Survey.	None	10 minutes	ADAS III
TOTAL:		3 working days, 55 minutes (simple) 5 working days, 55 minutes (complex) 7 working days, 55 minutes (highly technical)		

25. Request for Official Engagement with the Executive Director

Requests for official engagements with the NCCT Executive Director are confirmed through the staff of the NCCT Office of the Executive Director, after careful review and internal consultation of the said request. Official engagement refers to all activities requiring the presence of the NCCT Executive Director (e.g. meetings and activities where the ED is invited as resource person or person to deliver a message)

Office or Division:	Office of the Executive Director			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs, other Government Instrumentalities, Private Sectors and NCCT Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Official letter or Official email		Requesting client from all Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Sectors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Convey official invitation or request for official engagement with the NCCT Executive Director through email or snail mail.	1.1. Receive official invitation or request for appointment and provide acknowledgement. a. If the request is received through the secretariat@ncct.gov.ph, the NCCT Records Officer shall log and forward the letter to the Secretary II of the office	None	10 minutes	Administrative Assistant III (Secretary)

	<p>of the Executive Director.</p> <p>b. if request is received through the Executive Director's email, the ADAS shall print invitation</p>			
	<p>1.2. The ADAS of the Office of the Executive Director shall check for the completeness of the documents and record invitation or request in the logbook</p> <p><i>Note: ADAS may request for additional supporting documents.</i></p>	None	10 minutes	ADAS III
<p>a. For meeting -</p> <p>b. As Keynote Speaker</p> <p>c. Program, agenda, and other meeting materials to the EA for schedule management</p>	1.3 Forward the invitation to EA including the attachment based on their request.	None	10 minutes	ADAS III
	1.4. Classify invitation or request according to appropriateness and availability of the ED	None	1 hour	Executive Assistant (EA) II
	1.5 The EA shall discuss with the ED	None	1 hour	EA II

	<p>the details of the official engagement</p> <p>a. If appropriate for the NCCT ED, it will be plotted on the ED's calendar for consideration and approval.</p> <p>b. If not appropriate for the NCCT ED, it will be forwarded and endorsed to the appropriate division/section.</p>			
	1.6. Approve invitation or request for appointment.	None	1 working day	NCCT Executive Director III
2. Receive feedback from the NCCT Office of the Executive Director	2.1. Prepare a response letter to the requesting party.	None	2 hours	EA II
	2.2 The ADAS shall log and forward the letter to the Records Officer for appropriate action.	None	10 minutes	ADAS III
3. Accomplish the Client Satisfaction Survey	3. Administer the Client Satisfaction Survey.	None	10 minutes	ADAS III
TOTAL:		1 working day, 4 hours and 50 minutes		

26. Review and Approval of Documents by the Executive Director

All completed documents that need approval and signature of the NCCT Executive Director shall be submitted and processed at the Office of the Executive Director

Office or Division:	Office of the Executive Director			
Classification:	Simple, Complex, or Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NCCT Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of document that need the approval and signature of the NCCT ED (<i>soft copy of the document may be requested</i>)		NCCT Sections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/RES POSSIBLE
1. Request for approval and signature of the following documents: a. Travel documents (e.g. Locator slips); b. Daily Time Records; c. Application for Leave	1.1. Receive the documents for signature of the NCCT ED	None	5 minutes	Administrative Assistant III (Secretary)
	1.2. Classify and review documents according to urgency, type of document and check for completeness. Classification of documents may be accessed through this link: https://docs.google.com/spreadsheets/d/1WesL_QIGYnaehC4GpoM_vnbXxfv-V2aoq6K_C2K4IRI/edit?usp=s_haring <i>Incomplete documents will be returned to the requesting party.</i>	None	30 minutes	ADAS III
	1.3. Record the documents in the NCCT OED Official	None	10 minutes	ADAS III

	Logbook and Document Tracker Spreadsheet			
	1.4. Review the documents and provide completed staff work prior to the endorsement to the NCCT ED	None	1 hour	Executive Assistant (EA) II
	1.5. Approve and sign documents	None	For simple: 2 working days (Depending on the classification of documents) For Complex: 5 working days (Depending on the classification of documents) For Highly Technical: 7 working days (Depending on the classification of documents)	NCCT Executive Director III
2. Receive the signed and approved documents	2.1. Check the completeness of the needed signature and update the OED Document tracker spreadsheet	None	10 minutes	ADAS III
	2.2. Release and deliver of the signed documents to the requesting personnel or unit	None	30 minutes	ADAS III
TOTAL:		2 working days, 2 hours , 25 minutes (simple) 5 working days, 2 hours, 25 minutes (complex) 7 working days, 2 hours, 25 minutes (highly technical)		

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the feedback form through the QR Code posted or through the feedback and complaints drop box in the office lobby</p> <p>Contact Info: (02) 8529-5189 or (02) 8529-5473 Email: cart.ncct@gmail.com</p>
How is feedback processed?	<p>The Information Officer verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned Office via e-mail. Upon receiving the reply from the concerned Office, the citizen or client will be informed via e-mail or phone call.</p> <p>For follow-ups or queries, the contact information are as follows: cart.ncct@gmail.com (02) 8529-5189 or (02) 8529-5473</p>
How to file a complaint?	<p>To file a complaint against the Agency, fill out the NCCT Helpdesk form through the QR Code posted in the NCCT Lobby or access this link: https://bit.ly/4iHYEq7</p> <p>For follow-ups or queries, the contact information are as follows: (02) 8529-5189 or (02) 8529-5473, cart.ncct@gmail.com</p>
How are complaints processed?	<p>All complaints received by the Agency will be processed by the NCCT Committee on Anti Red Tape (NCCT-CART). The CART browses, evaluates, and determines the complaints received on a daily basis. The CART within three (3) calendar days shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary.</p> <p>After the concern has been addressed or after the conduct of the investigation, the CART shall create an incident report and submit it to the Executive Director, for appropriate action. CART shall give the feedback to the clients via email within three (3) calendar days.</p> <p>For follow-ups or queries, the contact information are as follows: (02) 8529-5189 or (02) 8529-5473, cart.ncct@gmail.com</p>
Contact Information of CART, ARTA, CCB	<p>NCCT-CART: cart.ncct@gmail.com (02) 8529-5189 or (02) 8529-5473</p> <p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>

LIST OF OFFICES

Office	Address	Contact Information
National Council for Children's Television (NCCT)	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5189 or (02) 8529-5473 Email: secretariat@ncct.gov.ph
NCCT - Office of the Executive Director	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 102</i> Email: officeoftheexecutedirector@ncct.gov.ph
NCCT- Legal Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 115</i> Email: legalncct@gmail.com
NCCT- Information and Communications Technology Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 120</i>
NCCT- Planning Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 100</i>
NCCT - Administrative and Finance Division (AFD)	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 100</i>
NCCT- Human Resource Management Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 100</i> Email: hrmo@ncct.gov.ph
NCCT - National Endowment Fund for Children's Television (NEFCTV)	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 100</i> Email: nefctv@ncct.gov.ph
NCCT- Budget and Finance Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 100</i>
NCCT- Supply and Procurement Section	4th Floor, AL Building, #1 Campanilla Street, Barangay	(02) 8529-5473 <i>local 110</i>

	Mariana, New Manila Quezon City	Email: bac@ncct.gov.ph
NCCT- Records Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 110</i> Email: records@ncct.gov.ph
NCCT - Programs, Policy, and Research Division (PPRD)	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 110</i>
NCCT - Policy and Research Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 110</i> Email: research@ncct.gov.ph
NCCT- Media Monitoring Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 117-118</i> Email: cfcs@ncct.gov.ph
NCCT- Program and Content Development Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 110</i> Email: pcds@ncct.gov.ph dokyubata@ncct.gov.ph
NCCT- Media and Information Literacy Services Section	4th Floor, AL Building, #1 Campanilla Street, Barangay Mariana, New Manila Quezon City	(02) 8529-5473 <i>local 110</i> Email: medialiteracy@ncct.gov.ph