

PUBLIC ADVISORY

The public is hereby informed that the National Telecommunications Commission-National Capital Region (NTC-NCR) shall accept **WALK-IN applicants**, for all types of applications for all decentralized services, **from 8:00 am to 12:00 noon only from Mondays to Fridays except during holidays**. However, the following alternative methods of submission of application are implemented to ensure the continuous service to the public. **The requirements for all types of applications for all decentralized services and the processing time can be viewed at the Citizens Charter which is posted at the NTC Websites, ntc.gov.ph, ncr.ntc.gov.ph.**

Alternative Methods of submission	What Application	Schedule
Scheduled Appointment	All types of application for all decentralized services	As scheduled (as indicated in the Acknowledgement Receipt)
On-Line Submission	Application for new/renewal/modification/ duplicate Radio Operator License or Certificate only For renewal of ROC: this Office will only accept on-line applications expiring for at least 1 month before the expiration date; otherwise, ROC expiring less than 1 month before the expiration date will be rejected and applicant will be notified thru e-mail to choose other Methods, either 1 or 2 or 4.	As scheduled (as indicated in the Acknowledgement Receipt)
Thru Courier Service	All types of application for all decentralized services For renewal of RSL/Permit/Certificate: this Office will only accept applications expiring for at least 1 month before expiration date; otherwise, RSL/Permit/Certificate expiring less than 1 month before the expiration date will be rejected and applicant will be notified thru e-mail to choose other Method, either 1 or 2 or 4.	As scheduled (as indicated in the Acknowledgement Receipt)

- *Only one (1) representative is allowed to enter and submit the application documents at the NTC-NCR Office*
- Applicant may choose only one (1) method per transaction in order to avoid double issuances of license/permit/certificate. Change of method may be communicated thru our official electronic mail address at ncr.licensing3@ntc.gov.ph or at landline nos. (02)8924-4010 locals 103, 105, 106 and (02)8426-8215.
- Cashier cut-off time at exactly 4 pm
- Procedure (Annex A, B, C, D) for each of the Methods of submission are posted at the NTC-NCR Website, ncr.ntc.gov.ph.

ANNEX A

How to avail NTC Licenses/Permits/Certificates:

METHOD 1: Walk-In for all decentralized services

(Schedule: 8am -12 noon)

Procedure:

1. Applicant secures a queueing card number at the NTC-NCR lobby and proceeds to the NTC-NCR waiting area,
2. Applicant proceeds to the Licensing Area once number is called and submit the application documents to the evaluator.

If complete and correct application documents, evaluator returns the application documents with triplicate copies of approved Statement of Account (SOA) and Order of Payment (OP) to applicant and proceed to the NCR Cashier.

If incomplete and incorrect application documents, evaluator prepares and submits a Notice of Deficiency (NOD) and

returns application documents to applicant for compliance.

3. Applicant secures a cashier queueing card number. Once number is called, applicant submits application documents with attached SOA and OP to the Cashier staff and pay required fees. Applicant gets the Official Receipt and application documents and proceeds to the NCR Receiving Unit.
4. Applicant submits application documents to the Receiving Unit for recording/logging. An Acknowledgement Receipt (AR) shall be issued bearing a Unique Identification Number (UIN) and scheduled date and time of release of processed license/permit/certificate.
5. On the scheduled date and time of release, applicant proceeds to the NCR Releasing Unit and presents the AR. Applicant accomplishes Releasing logbook and back pages of the 2nd, 3rd, and 4th copies of the license/permit/certificate. Releasing staff

hand over to the applicant the approved original copy of the license/permit/certificate bearing the official NTC seal and stamped date of issuance.

Submits online Client Satisfaction Survey and accomplishes Customer Satisfaction Survey (Telco and Broadcast subscribers) form and drops it at the designated drop box located at the NCR Lobby.

ANNEX B

How to avail NTC Licenses/Permits/Certificates:

METHOD 2: Scheduled Appointment thru electronic mail request for all decentralized services

Procedure:

1. Applicant submits request for scheduled appointment for submission of required documents at e-mail address ncr.licensing3@ntc.gov.ph. Indicate as subject the Company's/Applicant's name, type of application (i.e XYZ Security Agency, Inc., Renewal RSL; ABC Corp., Renewal Aircraft RSL; XYZ Company, Modification Domestic Ship RSL; etc.) and number of applications (i.e. 6 applications).
2. Applicant will receive a notification thru their electronic mail address and an electronic copy of an Acknowledgement Receipt (AR) bearing a Unique Identification Number (UIN) and scheduled date and time of submission of required documents for evaluation.

3. On the scheduled date of appointment, applicant proceeds to the NCR Licensing area. Once called by the evaluator, applicant submits the required documents and AR.

➤ If complete and correct application documents, evaluator returns the application documents with triplicate copies of approved Statement of Account (SOA) and Order of Payment (OP) to applicant and proceeds to the NCR Cashier.

➤ If incomplete and incorrect application documents, evaluator prepares and submits a Notice of Deficiency (NOD) and returns application documents to applicant for compliance.

4. Applicant secures a cashier queueing card number. Once number is called, submit application documents with attached SOA and OP to the Cashier staff and pay required fees. Applicant gets the Official

Receipt and application documents and proceeds to the NCR Receiving Unit.

5. Applicant submit application documents to the Receiving Unit for recording/logging. An Acknowledgement Receipt (AR) shall be issued bearing a Unique Identification Number (UIN) and scheduled date and time of release of processed license/permit/certificate.

6. On the scheduled date and time of release, applicant proceeds to the NCR Releasing Unit and presents the AR. Applicant accomplishes Releasing logbook and back pages of the 2nd, 3rd, and 4th copies of the license/permit/certificate. Releasing staff hands over to the applicant the approved original copy of the license/permit/certificate bearing the official NTC seal and stamped date of issuance.

Submits online Client Satisfaction Survey and accomplishes Customer Satisfaction

Survey (Telco and Broadcast subscribers)
form and drops at the designated drop box
located at the NCR Lobby.

ANNEX C

How to avail NTC Certificates:

METHOD 3: On-Line submission of application documents for New / Renewal / Modification / Duplicate Radio Operator Certificate (ROC) **only**

Procedure:

1. Applicant submits thru electronic mail scanned copies of required documents to ncr.licensing2@ntc.gov.ph. Indicate as subject of the e-mal the Applicant's name, type of application (i.e Juan Dela Cruz, New RLM ROC)
2. Applicant will receive a notification thru their electronic mail address:
 - If complete and correct application documents, applicant will receive electronic copies of the Statement of Account (SOA) and Order of Payment (OP), and an Acknowledgement Receipt (AR) bearing a Unique Identification Number (UIN) and a scheduled date and time of release of processed ROC.

➤ If incomplete and/or incorrect application documents, applicant will receive an electronic copy of a Notice of Deficiency (NOD). Applicant to resubmit completed and corrected application documents.

3. On the scheduled date and time of appearance at the NTC-NCR Office, as indicated in the AR, applicant proceeds to the NCR Licensing Area. Once called by the evaluator, applicant submits hardcopies of the application documents, triplicate copies of the SOA and OP, and the AR to the evaluator. Evaluator returns the application documents with signed triplicate copies of the SOA and OP, and approved ROC. Applicant proceeds to the NCR Cashier area.

4. Applicant secure a Cashier queueing card number. Once number is called, applicant submits all documents to the Cashier and pays required fees. Cashier will hand over to the applicant/representative the Official

Receipt, application documents, and the approved ROC with stamped details of payment. Applicant proceeds to the NCR Receiving Unit area.

5. At the Receiving Unit area, applicant submit all documents to the Receiving Unit staff for recording/logging purposes. Applicant proceeds to the Releasing Unit area.

6. At the Releasing Unit area, applicant accomplishes the Releasing logbook and affixes 3 signatures at the back of the approved ROC. Releasing staff hand over to the applicant the approved original copy of the ROC bearing the official NTCs seal.

Submits online Client Satisfaction Survey and accomplishes Customer Satisfaction Survey (Telco and Broadcast subscribers) form and drops at the designated drop box located at the NCR Lobby.

How to avail NTC Licenses/Permits/Certificates:

METHOD 4: Submission via Courier

Procedure:

1. Applicant sends required application documents thru courier. The electronic mail address should be indicated in the application form.

2. Applicant shall receive a notification at their e-mail address
 - If complete and correct application documents, applicant will receive electronic copies of the Statement of Account (SOA) and Order of Payment (OP), and an Acknowledgement Receipt (AR) bearing a Unique Identification Number (UIN) and a scheduled date and time of release of processed ROC.

 - If incomplete and/or incorrect application documents, applicant will receive an electronic copy of a Notice

of Deficiency (NOD). Applicant to resubmit completed and corrected application documents.

3. On the scheduled date and time of appearance at the NTC-NCR Office, as indicated in the AR, applicant proceeds to the NCR Licensing Area. Once called by the evaluator, applicant submits hardcopies of the application documents, triplicate copies of the SOA and OP, and the AR to the evaluator. Evaluator returns the application documents with signed triplicate copies of the SOA and OP, and approved ROC. Applicant proceeds to the NCR Cashier area.
4. Applicant secure a Cashier queueing card number. Once number is called, applicant submits all documents to the Cashier and pays required fees. Cashier will hand over to the applicant/representative the Official Receipt, application documents, and the approved ROC with stamped details of payment. Applicant proceeds to the NCR Receiving Unit area.

5. At the Receiving Unit area, applicant submit all documents to the Receiving Unit staff for recording/logging purposes. Applicant proceeds to the Releasing Unit area.
6. At the Releasing Unit area, applicant accomplishes the Releasing logbook and affixes 3 signatures at the back of the approved ROC. Releasing staff hand over to the applicant the approved original copy of the ROC bearing the official NTCs seal.

Submits online Client Satisfaction Survey and accomplishes Customer Satisfaction Survey (Telco and Broadcast subscribers) form and drops at the designated drop box located at the NCR Lobby.