

**NATIONAL MARITIME
POLYTECHNIC**

CITIZEN'S CHARTER

Approved by: Officer-in-Charge
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Vision:

A world-class maritime training center of excellence.

Mission:

Being the only government-owned maritime training and research center, the NMP shall provide maritime training and research that measure to international standards and respond to the needs of the Filipino seafarers and the industry.

Performance Pledge

We, the officials and employees of the National Maritime Polytechnic, commits to:

- ***Serve you promptly, efficiently, and with utmost courtesy with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon break;***
- ***Ensure strict compliance with service standards, with written explanation for any delays in frontline services;***
- ***Respond to your complaint about service the soonest or within the day through our Public Assistance Counter and take corrective measures;***
- ***Value every citizen's comments, suggestions, and needs;***
- ***Empower the public through access to information on our policies, programs and activities through our website (www.nmp.gov.ph).***
- ***All these we pledge, because YOU deserve no less.***

REGISTRATION OF TRAINEES:

Schedule of Availability of Services: → → → → → 7:00 a.m.-500 pm. (Monday to Friday)

Who May Avail of the Service: → → → → → → → Seafarers and would-be seafarers, maritime trainors, and other interested persons.

What are the requirements:

1. Safety at Sea Courses:

- **Basic Safety Courses (BST)**

- 3 pcs. 1 x 1 latest ID picture
- 4 pcs 2 x 2 colored picture on a white background with name tag & in uniform (for marine graduate) or plain white polo (for non-marine graduate)
- TOR/ Diploma/ School Certification
- Live Birth Certificate (NSO authenticated for enrollees w/o shipboard experience)
- Medical Certificate valid w/n 3 months of the intended training period
- Accident Insurance Policy valid w/n the training period
- Photocopy of first and last page w/ entries of SIRB or Certificate of Service (for enrollees w/ shipboard experience)

- **Advanced Safety Courses (ASC)**

- ***Proficiency in Survival Craft and Rescue Boat other than Fast Rescue Boat (PSCRB)***

- 3 pcs. 1 x 1 latest ID picture
- BST Certificate (photocopy)
- Medical Certificate
- Accident Insurance Policy
- 1 pc. 2 x 2 colored picture on a white background with name tag & in uniform (for marine graduate); or plain white polo (for non-marine graduate)

- ***Advanced Training in Fire Fighting***

- (same requirements w/ PSCRB Course plus ECG Tracing with reading)

2. Upgrading Courses (Deck/Engine/Specialized Courses) and Strategic Training Programs:

2.1 Basic Entry Requirements:

- 3 pcs. 1 x 1 latest ID picture
- Photocopy of PRC License
- Photocopy of 1st and last page with entries of SIRB or Certificate of Service
- 1 pc. colored picture w/ name tag on a white background and in uniform for each module enrolled

2.2 Additional Entry Requirements for specific course:

- Radar Simulator Course (RSC) → Radar Navigation, Radar Plotting and UARPA certificate
- Radar ARPA, Bridge Teamwork and Search and Rescue Course (RABTSR) → valid Radar Simulator Course certificate
- Ship Simulator and Bridge Teamwork Course (SSBT) → RNRPUARPA, RSC and RABTSR certificates
- Gen. Tanker Familiarization Course (GTF) → Shore-based Fire Fighting Course (SBFF) certificate
- Radio Officers taking up GOC for GMDSS Course → PRC License for Deck Officers and 1st class RTG Operator's Course Certificate

2.3 Other Requirements: (Trainees are advised to bring with them the following when enrolling specific module.)

- RSC and Radar Navigation, Radar Plotting & Use of ARPA (RNPRPUARPA) Course → pencil, compass divider and pair of triangles
- Trim and Stability (TS) & Cargo Handling and Care of Cargo (CHCC) Course → scientific calculator, laptop computer (optional)
- BST, PSCRB and ATFF Courses → extra shoes, long sleeve shirt for practical exercises

HOW TO AVAIL OF THE SERVICE:

Activity 1: REGISTRATION:

A. Walk-in Enrollee:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Register with the main gate Guard.	Provide direction to client as to location of the Registrar's Office.	1 minute	Main Gate Guard	-	-
2	Proceed to the Registrar's Office, secure priority service number and completely accomplish REGISTRATION FORM .	Call priority service number	1 minute	Registration Processor	-	Registration Form
3	Once priority service number is called, proceed to the identified window flashed in the queuing machine and present the priority service number.	Get the priority service number from the client and ask for the accomplished REGISTRATION FORM and entry requirements.	1 minute	Registration Processor	-	
4	Submit the accomplished REGISTRATION FORM together with the entry requirement/s of the course/s enrolled. (REFER TO THE LIST OF ENTRY REQUIREMENTS)	Check the entries on the accomplished REGISTRATION FORM and evaluate entry requirements.	1 minute	Registration Processor	-	

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
6	Proceed to the Cashier's Office and present the PAYMENT ADVISE SLIP.	Issue Proof of Registration.	3 minutes	Cashier		Proof of Registration (POR)
7	Fill –up the Proof of Registration Form .	Check entries in the POR vis-à-vis entries in the PAYMENT ADVISE SLIP.	2 minutes	Cashier		
8	Pay the corresponding training fee and wait for the issuance of OFFICIAL RECEIPT.	Receive payment for the course enrolled, write OR number in the POR and affix signature opposite the written OR number. Stamp "ENROLLED" on the course/s paid portion of the payment advise slip.	2 minutes	Cashier		
9	Proceed to the Learning Resource Center (LRC) for the issuance of Trainees ID Card. Present POR and give 1 x 1 picture.	Prepare and issue trainee's ID Card.	3 minutes	Library Staff		
END OF TRANSACTION						

B. Enrollee with Reservation:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1-3	Follow the same procedure of walk-in enrollees	Perform Step 1-3	10 minutes	Registration Processor	-	Registration Form
4	Submit the accomplished REGISTRATION FORM together with the entry requirements of the course enrolled.	<p>Ask if the client has a reservation. Check name of client in the RESERVATION FOR ENROLMENT CONTROL SHEET.</p> <p><u>If name is not in the Reservation List:</u> Advice client to wait until all reserved clients are enrolled.</p> <p><i>- If its already 8:30AM and the reserved clients are not physically present, direct wait listed clients to submit their REGISTRATION FORM and the entry requirements</i></p> <p><u>If name is in the Reservation List:</u> Encode the client's primary data in the MTIS Program.</p>		<p>Registration Processor</p> <p>Registration Processor</p>	-	Reservation for Enrolment Control Sheet

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
5	Get the PAYMENT ADVICE SLIP from the Registration Processor/ Data Encoder	Issue Payment Advice Slip. Instruct to copy the trainee's number specified in the PAYMENT ADVICE SLIP to the POR furnished by the Cashiers' Office before leaving the counter.	2 minutes	Registration Processor/ Data Encoder	-	Payment Advice Slip
6	Proceed to the Cashier's Office and present the PAYMENT ADVICE SLIP.	Issue Proof of Registration.	1 minute	Registration Processor/ Data Encoder	-	Proof of Registration
7-9	Follow procedures for walk-in clients	Follow procedures for walk-in clients				
END OF TRANSACTION						

Activity 2: CERTIFICATION:

A. Regular Course Offerings

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Secure Trainee's Clearance Form from the Cashiers' Office.	Issue Clearance Form.	1 minute	Cashier	None	Trainee's Clearance Form
2	Accomplish Clearance Form and submit to the Cashiers' Office.	Assess/ check payment against every OFFICIAL RECEIPT issued for each course enrolled. Sign and return clearance to the client.	2 minutes	Cashier		
3	Let respective officials sign the clearance (in order of priority as reflected in the form).	Check whether client has accountabilities. Sign and return to client, if cleared..	5 minutes	Signatories to the clearance	None	
4	Submit to the Registrar's Office duly accomplished clearance. Attach Orientation Slip and Official Receipt/s.	Check the submitted documents as to completeness and authenticity. Write course certificate number in the space provided in the Trainee's Clearance Form. Sign the clearance. Provide one copy to the client.	5 minutes	Certification Processor/Data Encoder		Orientation Slip

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
5	Sign the certificate/s logbook.	Require trainee to sign the certificate logbook.	2 minutes	Certification Processor		
6	Receive the Certificate of Completion.	Issue Certificate of Completion..	1 minute	Certification Processor		
END OF TRANSACTION						

B. OWWA Sponsored Courses

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1-4	Follow procedure on Certification for Regular Course Offerings.		8 minutes	Certification Processor		
5	Proceed to OWWA for reimbursement and issuance of certificate/s.	Prepare Certificate of Attendance and Enrolment Confirmation and submit to OWWA.	3 minutes	Certification Processor		
6	Receive Certificate of Completion	Issue Certificate of Completion	1 minute	OWWA		
END OF TRANSACTION						

LIBRARY SERVICES (Book Lending)

Schedule of Availability of Service: → → → 7:00 a.m. to 6:00 p.m. without noon break (*Monday to Thursday*)
7:00 a.m. to 5:30 p.m. without noon break (*Friday*)

Who May Avail of the Service: → → → → Current NMP trainees, trainers and administration personnel (*regular, contractual or job order status*) are entitled to use the library collection subject to library rules and regulations.

What are the Requirements: → → → →

For Trainees:

- Proof of Registration (POR)
- Valid Identification Card
- Duly Accomplished Borrower's Registration Form

For Trainers/Administration Personnel:

- Valid Identification Card
- Duly Accomplished Borrower's Registration Form

For Other Users:

- Valid ID Card
- Permit duly approved by Head, Admin. & Finance Division
- Official Receipt

Duration: → → → → → → → → → → 20 -23 minutes

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	<p>Trainee: Present Proof of Registration (POR) and valid ID Card.</p> <p>Other Users: Present valid ID Card, permit duly approved by Head, Admin. & Finance Division and Official Receipt</p>	<p>Verify documents presented.</p> <p>Issue Library Borrower's Registration Form</p> <p>Issue Library Borrower's Registration Form</p> <p>(If borrower do not have the requirements, advise to seek permit and pay at the cashier's office)</p> <p>Inform client that the library materials are to be used exclusively inside the library.</p>	5 minutes	Library Staff	None	Library Borrower's Registration Form
2	<p>Other Users: Seek permit.</p> <p>Pay at the Cashier's Office the library fee.</p> <p>Go back to the Library and present OR and permit.</p>	<p>Issue permit to use library materials.</p> <p>Receive payment and issue official receipt.</p> <p>Issue Library Borrower's Registration Form.</p>	<p>3 minutes</p> <p>3 minutes</p> <p>2 minutes</p>	<p>Head, Admin.& Finance Division Cashier</p> <p>Library Staff</p>	<p>None</p> <p>P 50.00</p>	

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
3	Fill-up the form and submit to Library Staff.	Validate presented documents and check the completeness of entries on the form. Ask for the title of the book and pull out from the shelves.	4 minutes	Library Staff	n/a	n/a
4	Sign the book card and return to Library Staff.	Require the borrower to sign the book card.	3 minutes	Library Staff	n/a	n/a
5	Receive the book/other library materials.	Indicate due date and affix signature on the book card (for check-out library materials). For in-use materials: Advise borrower to return the library materials before the library closes.	3 minutes	Library Staff	n/a	n/a
END OF TRANSACTION						

BILLETING AND ACCOMMODATION

Schedule of Availability of Service: → → → → 8:00 a.m. to 6:00 p.m. *(daily without noon break)*

Who May Avail of the Service: → → → → → NMP trainees, employees, visitors and guests

What are the Requirements: → → → → →

<u>Documents</u>	<u>Fees</u>
For Trainees: <ul style="list-style-type: none"> ○ Proof of Registration (POR) or Certification from Assessment Center Head (for Ratings Assessment applicants) ○ Valid Identification Card (issued from any of the following): <ul style="list-style-type: none"> ✓ Professional Regulation Commission ✓ Shipping Company/Employer ✓ Land Transportation Office ✓ AMOSUP ✓ School 	Officers' Dormitory: <ul style="list-style-type: none"> ○ Airconditioned Room → → P160.00 ○ Non-airconditioned Room → → 60.00 Ratings' Dormitory: <ul style="list-style-type: none"> ○ Non-airconditioned Room → → 30.00
For Trainees' Spouse: <ul style="list-style-type: none"> ○ Marriage Contract (NSO authenticated) ○ Valid Identification Card (issued from any of the following): <ul style="list-style-type: none"> ✓ Professional Regulation Commission ✓ Employer ✓ Land Transportation Office 	Officers' Dormitory: <ul style="list-style-type: none"> ○ Airconditioned Room → → P200.00 ○ Non-airconditioned Room → → 150.00 Ratings' Dormitory: <ul style="list-style-type: none"> ○ Non-airconditioned Room → → 50.00
For Guests/Paying Guests: <ul style="list-style-type: none"> ○ Valid Identification Card (same as above) 	

Duration: → → → → → → → → → → → 20 -23 minutes

HOW TO AVAIL OF THE SERVICE:
Activity 1: CHECKING-IN

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	<p>Trainee: Present Proof of Registration (POR) and valid ID Card.</p> <p>Guest: Present valid ID Card and Marriage Contract (if trainee's spouse)</p>	<p>Verify documents presented.</p> <p>Issue Dormitory Registration Form.</p> <p>Issue Request for Occupancy Form.</p>	3 minutes	Front Desk Officer	n/a	<p>Dormitory Registration Form</p> <p>Request for Occupancy</p>
2	Fill-up required form.	<p>Check entries in the form.</p> <p>Assign room and issue key.</p> <p>Instruct to get beddings from the linen room in-charge.</p>	3 minutes	Front Desk Officer	n/a	
END OF TRANSACTION						

Activity 1: CHECKING-OUT

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Request charge slip.	Compute dormitory fees. Issue charge slip.	5 minutes	Front Desk Officer	None	Charge Slip
2	Pay required fee.	Receives payment and issue official receipt.	3 minutes	Cashier	Refer to Schedule of Fees	
3	Present charge slip and official receipt. Return room key, beddings and dormitory supplies.	Verify charge slip and official receipt. Check completeness and condition of key, beddings and dormitory supplies. Issue Dormitory Check-out Clearance.	2 minutes	Front Desk Officer	None	Dormitory Check-out Clearance
4	Fill-up dormitory check-out clearance.	Assign room attendant to inspect vacated room. If found in order, recommend for approval of clearance. In case of damage items found in room/key/beddings or /dormitory supplies, require payment or replacement.	3 minutes	Front Desk Officer	None	Dormitory Check-out Clearance

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
5	Pay required fee or replace the damaged item.	Receives payment and issue official receipt. Accept the replacement/new item.	3 minutes	Cashier Front Desk Officer	(to be determined by the Finance)	n/a
6	Present official receipt or replacement/ new item.	Sign clearance and release to trainee.	3 minutes	Front Desk Officer		n/a
END OF TRANSACTION						

Feedback and Redress Mechanisms

Please let us know how we have served you by doing any of the following:

- **Accomplish our Feedback Form available in the offices and put in drop box at the Public Assistance Counter.**
- **Send your feedback through e-mail (nmp@mozcom.com) or call 321-3356.**
- **Talk to our OFFICER OF THE DAY.**

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance Counter.

THANK YOU for helping us continuously improves our services.