Republic of the Philippines
Department of Labor and Employment
NATIONAL MARITIME POLYTECHNIC
Cabalawan, Tacloban City

Citizen's Charter

Vision: *A World-Class Maritime Center of Excellence*

Mission: *NMP shall provide maritime training and research that measure up 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, commit to:

- Provide prompt, effective, efficient and courteous service.
- Ensure strict compliance with the required service standards.
- Promptly respond to the complaints within the day.
- Provide Public Assistance Counter for information, referral and immediate corrective action when needed.
- Value every citizen's comments, suggestions, and recommendations; and
- Provide the public easy access to information on policies, programs and activities through website (www.nmp.gov.ph) and publications.

<u>All these we pledge, because YOU deserve no less.</u>

A. REGISTRATION AND CERTIFICATION

List of Modules/Courses:

Course/Module	*Duration*	*Fees*
Deck Courses:		
▪ Operational Use of Electronic Chart Display Information System (OUECDIS)	5 days	2,500.00
▪ Ship Simulator and Bridge Teamwork w/ Bridge Resource Management (SSBT w/ BRM)	5 days	8,000.00
▪ Ratings Forming Part of Navigational Watch (RFPNW)	5 days	1,500.00
Engine Courses:		
▪ Marine Electrical System (MES)	5 days	3,000.00
▪ Marine Refrigeration and Air Conditioning (MRAC)	5 days	1,800.00
▪ Control Engineering (CE)	5 days	1,620.00
▪ Auxiliary Machine System (AMS)	12 days	2,640.00
▪ Ratings Forming Part of Engineering Watch (RFPEW)	5 days	1,500.00
▪ Engine Room Simulator with Engine Room Resource Management (ERS w/ ERRM)		
Basic Courses		
▪ Basic Training (BT)	10 days	2,770.00
▪ Proficiency in Survival Craft & Rescue Boat other than Fast Rescue Boats (PSCRB)	4 days	1,800.00
▪ STD/HIV/AIDS Prevention in the Maritime Sector (SHAPIMS)	1 day	350.00
▪ Prevention of Alcohol and Drug Abuse in the Maritime Sector (PADAMS)	1 day	350.00
▪ Ship Security Awareness Training and Seafarers with Designated Security Duties (SSAT & SDSD)	1 day	1,200.00
▪ Consolidated Marine Pollution 73/78 Annexes I-VI (MARPOL 73/78)	5 days	3,000.00
▪ Gender Sensitivity Training for Seafarers (GSTS)	1 day	Free
▪ Refresher Training for PSCRB	2 days	714.00
▪ Refresher Training for BT – FPFF/PST ▪ Updating Training for BT – PSSR	3 days	2,000.00
Specialized Courses		
▪ Advanced Training in Fire Fighting (ATFF)	5 days	3,000.00
▪ Medical Emergency First Aide (MEFA)	4 days	1,500.00
▪ Refresher Training for Advanced Fire Fighting	2 days	1,400.00
▪ Basic Training in Oil Tanker and Chemical Operation (BTOTCO)		
▪ Advanced Training in Oil Tanker and Chemical Operation (ATOTCO)		
▪ General Operator's Certificate for GMDSS (GOC for GMDSS)	17 days	4,700.00
Professional Development Courses:		
▪ Training Course for Instructors (IMO MC 6.09)	10 days	8,000.00
▪ Assessment, Examination and Certification of Seafarers (IMO MC 3.12) (Prerequisite to IMO MC 6.09)	10 days	11,400.00
▪ Training for Simulator Instructors and Assessors (IMO MC 6.10) (Pre-requisite to IMO MC 3.12)	4 days	11,400.00

OTHER FEES:	
▪ Miscellaneous P170.00	▪ Certified True Copy 50.00/certificate
▪ Replacement of Lost/Damaged Certificate: 50.00/certificate	▪ ID Card P 50.00 ▪ Replacement of Lost ID Card P 200.00

I. REGISTRATION AND CERTIFICATION:

Ia. Registration

Schedule of Service:	**Who Can Enroll**:
• Monday:7:00 a.m. – 5:00 p.m. (No Noon Break) • Tuesday to Friday:8:00am – 5:00 pm (No Noon Break)	• Any Filipino citizen 18 years old and above, at least high school graduate who wants to become a seafarer.

What are the requirements:

Basic/Entry Requirements:	**Specific Requirements:**
• 1 pc. 1x1 ID Picture • 1 pc. 2x2 colored ID Picture for each course (*except Basic Training (BT) which requires 4 pcs 2x2 colored ID pictures*), with white background, computerized name tag and in uniform for marine graduate and plain white polo for non-marine graduate • Certificate of Live Birth *(PSA authenticated)* for first time enrollee • *Diploma/TOR/School Certification with seal(newly graduate)*	• Medical Certificate (for BT, PSCRB & ATFF) • Accident Insurance (for BT, PSCRB & ATFF) • BT Certificate of Completion (for PSCRB & ATFF) • BT/PSCRB/ATFF Certificates (for Refresher courses) • ECG tracing with reading (for ATFF) • MARINA License (for Deck & Engine officers) • Notice of Award (for OWWA Sponsored trainees) • Referral Letter (for Company Sponsored trainees) • Marine Deck Officer Type B uniform (for SSBT trainees) • Extra shoes, long sleeves shirt for practical exercises *(for BT, PSCRB and ATFF trainees)* • Long sleeves with tie *(for IMO MC 6.09 and 3.12 male trainees)* • Blazer *(for IMO MC 6.09 and 3.12 female trainees)* • Laptop (for IMO 6.09, 3.12, & 6.10 trainees)

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Registers at the Main Gate Guard Logbook.	Provides registration form and advises to proceed to the Trainees' Waiting Area.	1 minute	Main Gate Guard	-	-
2	Gets Priority Number at the waiting area. Presents accomplished Registration Form and entry requirements to Window 2 or 3 once the Priority Number is flashed	Checks/evaluates completeness of data/entries in Registration Form (RF) and entry requirements. If found complete, initials and endorses RF to Window 4. Advises client to proceed to Window 4. ○ *In case of incomplete data/requirements, reflect the lacking requirement(s) in the RF and return the documents.*	7 minutes	Registrar Staff	-	Registration Form
3	Proceeds to Window 4	Receives accomplished RF with complete requirements. Takes picture of the enrollee for the Proof of Registration (POR) and ID Card. Initials the RF and prepares the POR for the approval of the Registrar.	5 minutes	Registrar Staff -do- -do-	- - -	Registration Form and Proof of Registration

		Approves RF and POR. Returns RF and POR to Window 4. Releases POR to the enrollee and advises to proceed to Cashier's Office.	2 minutes	Registrar Registrar Staff	- -	
4	Presents POR and pays the corresponding fee(s).	Receivesthe POR with the payment. Issues the Official Receipt (OR), stamps "PAID" on the POR and returns one (1) copy of the POR to the enrollee and advises to proceed to the designated training classroom. Furnishes one (1) copy of the POR to the Registrar's Office.	8 minutes	Cashier	-	POR and Official Receipt
End of Transaction						

Ib. Certification

Schedule:	**Who May Avail of the Service:**
• Monday: 7:00 a.m. – 5:00 p.m. (No Noon Break) • Tuesday to Friday: 8:00 a.m. – 5:00 p.m. (no Noon Break)	• NMP Trainees who successfully completed the required number of hours in a particular module.

>Issuance of Original Certificate:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1		Submits status of accountabilities of trainees for clearance purposes to the Registrar's Office on the following schedules: • 1 day before the end of the training • 10:00 a.m. on the day of training Notifies the trainee of his/her accountability thru the trainer concerned.	- - -	Librarian III Dorm. Manager III Registrar	-	Official Registration List with remarks
2	Settles accountabilities.	Issues Settlement Certificate.	5 minutes	Librarian III, Dorm. Manager III & Trainer concerned		Settlement Certificate
3	Presents Settlement Certificate	Releases certificate and requires the trainee to sign the logbook.	3 minutes	Registrar	-	Certificate of Completion

		For OWWA Sponsored trainees; • Advises the trainee to claim the certificate from OWWA office • Endorses the certificate to OWWA office				
END OF TRANSACTION						

>Re-issuance of Lost or Damaged Certificate:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Presents notarized Affidavit of Loss or damaged certificate.	Validates data/information from available records. If found in order, requires the requesting trainee to fill-up the Request Form. If the name/course of the requesting trainee is not found in the records, denies the request and returns the submitted affidavit.	10 minutes	Regis-trar's Staff	-	Request Form
2	Fill-ups and submits Request Form with Notarized Affidavit of Loss or the damaged certificate and 2 x 2 ID colored picture.	Approves and signs the request form and advises the trainee to pay at the Cashier's Office.	5 minutes	Registrar	P50.00	-
3	Presents approved Request Form and pays the corresponding fee.	Receives payment and issues the Official Receipt, stamps "PAID" and reflects OR Number on the Request Form.	3 minutes	Cashier	P50.00	-
4	Returns Request Form with OR	Facilitates printing and signing of certificate.	20 minutes	Regis-trar's Staff	-	-
5	Signs logbook and receives Certificate.	Releases re-issued certificate.	2 minutes	Regis-trar's Staff		
END OF TRANSACTION						

>Issuance of Training Completion and Records of Assessment (TCROA)

Schedule:	**What are the requirements:**
• Monday to Thursday (No Noon Break) 8:00 a.m. – 5:00 p.m. • Friday (No Noon Break) 8:00 a.m. – 6:00 p.m.	• *Training Certificate of Completion* • *Authorization Letter (in case requested by person other than the trainee)*

Who May Avail of the Service:

NMP Trainees who took and complied satisfactorily all the requirements of courses that are requiring TCROA such as:

- Basic Training (BT)
- Basic Training Refresher (BTR) with BT Updating (BTU)
- Proficiency in Survival Craft and Rescue Boats other than Fast Rescue Boat (PSCRB)
- Refresher in PSCRB
- Ship Security Awareness Training and Seafarers with Designated Security Duties (SSAT and SDSD)
- Advanced Training in Fire Fighting (ATFF)
- Refresher in ATFF
- Medical Emergency First Aid (MEFA)

Fee: None

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	1. (For personal request) Presents Certificate of Completion. 2. (For request with authorization letter) Presents Certificate of Completion together with Authorization Letter.	Verifies documents and if found in order prepare TCROA and have it signed by the Head, Maritime Assessment Section or any competent authority	5 minutes	MAS Staff/ Head, MAS	none	na
2		Logs out TCROA in the Logbook and releases to the trainee/representative.	3 minutes	MAS staff	none	na
3	Receives TCROA.		1 minute			
END OF TRANSACTION						
4	3. (For request through NMP Manila or phone call) Request shall include the following information: - Name of trainee - Name of module - Certificate number - Batch Number and duration of training	Follow Step 1 Scans TCROA and sends through email to NMP Manila Office.	10 minutes	MAS Staff/ Head, MAS	none	na
5	Claims TCROA at the NMP Manila Office.		1 minute			
END OF TRANSACTION						

II. Library Services

Schedule:
• Monday to Thursday (No Noon Break)
  ○ 8:00 a.m. – 5:00 p.m.
• Friday (No Noon Break)
  ○ 8:00 a.m. – 4:40 p.m.
 	
Who May Avail of the Service
• Current NMP trainees, NMP Personnel; Guest Trainers and Assessors, Job Order Workers and Visitors
	What are the requirements:
	• Proof of Registration (POR) – *for trainees*
	• Valid Identification Card
	• Duly Accomplished Borrower's Registration Form
	
	Fee(s):
	• To be determined dependent on the nature of payment (fine, replacement of lost/damaged book/materials, etc.)

>Borrowing of Reading/Information Materials:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Signs in the logbook.	Offers assistance where needed.	1 minute	Library Staff	-	-
2	Selects and pulls-out desired materials and read. After reading the book, leaves the book on the designated area and signs out in the logbook.	Records used book in the Daily Statistic Form.	1 minute	Library Staff	-	Daily Statistic Form
3	If he/she decides to borrow the book, brings the book to the information counter.	Provides Library Borrowers Registration Form (LBRF) and requires the borrower to fill up the form.	1 minute	Library Staff	-	Library Borrowers Registratio n Form
4	Fills up the form and presents with valid ID.	Validates data indicated in the LBRF with the submitted ID Card. Accomplishes Book Card and requires the borrower to sign.	2 minutes	Library Staff	-	-do-
5	Signs and returns Book Card.	Records data/information in the Daily Statistic Form and files the Book Card with the valid ID.	2 minutes	Library Staff	-	Daily Statistic Form and Book Card
END OF TRANSACTION						

>Borrowing of Audio/Video Materials:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Signs in the logbook.	Provides List of Audio/Visual Resources and requires filling up of Audio/Video Request Form.	2 minutes	Library Staff	-	List of Audio/Visual Resources and Audio/Video Request Form.

2	Fills up Audio/Video Request Form	Validates data in the request form and forwards to the Librarian III for approval. Approves request. Records data in the Daily Statistic Form and releases borrowed material(s).	3 minutes	Library Staff Librarian III Library Staff		List of Audio/Visual Resources and Audio/Video Request Form.
3	Receives borrowed material(s) and signs out in the logbook.					
END OF TRANSACTION						

III. Billeting and Accommodation

Schedule
- Daily – 6:00 a.m. to 10:00 p.m.

Who Can Avail of the Service
- Current NMP trainees, trainers and administration personnel (regular, contractual or job order worker), visitors from other schools/colleges and government agencies

What are the requirements (Any of the following)
- Valid Identification Card
- Proof of Registration (POR)
- Marriage Contract - PSA Authenticated – (*for Trainees'/Guests' Spouses)*
- Approved Letter Request for Occupancy (for NMP Personnel/Guest Trainer)

Fee(s):

Room Rates:
- Officers' Dormitory **Aircon** **Non-Aircon**
  - For trainees P250.00 P100.00
  - For Guests and Other Users: P300.00 P200.00
- Ratings' Dormitory
  - For trainees - P 70.00
  - For Guests and Other Users- P100.00
- Other Fees – Amount for replacement of lost/damaged items shall be coordinated with Material Resource Management Section and Finance Section.
  - Dormitory Key
  - Key Holder
  - Access Card
  - Pail/Dipper
  - Bed sheets/Pillows, etc.

>BILLETING

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Presents valid ID or Proof of Registration.	Verifies documents presented. If guest is a spouse of a trainee, NMP Personnel and Guest Trainer, requires Marriage Certificate and approved Request for Occupancy. Issues Dormitory Registration Form *(for trainees)* or Request for Occupancy Form *(for other guests and other users).*	3 minutes	Front Desk Officer	n/a	Dormitory Registration Form Request for Occupancy Form

2	Fills up Dormitory Registration Form or Request for Occupancy Form.	Validates data/information. If found in order, assigns room and issues key, access card and linens.	3 minutes	Front Desk Officer	n/a	-do-
END OF TRANSACTION						

>CHECKING OUT

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Fills up and submits Charge Slip to the Front Desk Officer.	Computes dormitory fees and reflects amount in the Charge Slip. Advises trainee/guest to proceed to the Cashier's Office and pay.	5 minutes	Front Desk Officer	Refer to Schedule of Fees	Charge Slip
2	Presents Charge Slip to the Cashier's Office and pays the corresponding fee(s).	Receives payment and issues official receipt.	3 minutes	Cashier	-	Official Receipt
3	Fills up Dormitory Check-out Clearance and presents with the Charge Slip and official receipt. Returns room key, access card, beddings and other dormitory supplies.	Validates payment. Checks completeness and condition of key, access card, beddings and other dormitory supplies of the vacated room. If found in order, initials clearance and forwards to the Dormitory Manager for approval. Approves Dormitory Check-out Clearance and releases to the trainee/guest. *In case of lost/damaged item(s), issues Charge Slip and advises the trainee/guest to proceed to the Cashier's Office and pay.* *(Follow step no. 2)*	10 minutes	Front Desk Officer Maintenance Crew Front Desk Officer Dormitory Manager III	-	Dormitory Check-out Clearance
4	Checks out and presents clearance to the Main Gate Guard.					
END OF TRANSACTION						

Feedback and Redress Mechanism:

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

- Accomplish our Feedback Form available in the frontline service offices and put in drop box at the Public Assistance Counter.
- Send your feedback through e-mail (info@nmp.gov.ph).
- 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 improve our services.

NATIONAL MARITIME POLYTECHNIC

*Date*_____

Final Draft/reviewed by process owners:

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