



REPUBLIC OF THE PHILIPPINES
NATIONAL TELECOMMUNICATIONS COMMISSION
NTC Building, BIR Road, East Triangle, Diliman, Quezon City
Email: ntc@ntc.gov.ph; website: <http://www.ntc.gov.ph>

MEMORANDUM ORDER NO.: 13-07-2020

TO : ALL CONCERNED

SUBJECT: INTERIM GUIDELINES FOR FILING/SUBMISSION OF APPLICATIONS FOR CERTIFICATES, PERMITS, OR LICENSES AT THE NATIONAL TELECOMMUNICATIONS COMMISSION DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

DATE : 22 JULY 2020

In the interest of service, and pursuant to Presidential Proclamation Order No. 922¹, Civil Service Commission Memorandum Circular No. 10² and Anti-Red Tape Authority Advisory No. 01³, the National Telecommunications Commission ("Commission"), by virtue of its authority vested under existing laws, hereby promulgates/issues the following interim guidelines for the filing/submission of applications for certificates, permits or licenses during the period of state of national emergency due to COVID-19 pandemic:

CENTRAL OFFICE

A. For Individuals and Private/Government Entities

1. Electronic Filing/Submission

- a. Applications which shall include digital copies of requirements may be filed/submitted to the Commission through electronic mail(s) and other online platforms. The list of complete

¹ Proclamation Order No. 922, series 2020, Declaring a State of Public Health Emergency throughout the Philippines due to Coronavirus Disease 2019 (COVID-19)

² CSC MC No. 10, series of 2020, Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government During the Period of State of National Emergency due to COVID-19 Pandemic

³ ARTA Advisory No. 01, series of 2020, Advisory for the Adoption of Fast-Track Measures During the Covid-19 State of Calamity

requirements of services is specified in the Citizen's Charter as published in the NTC website, www.ntc.gov.ph.

- b. If the submission is found complete, the licensing unit and accounting unit will prepare the corresponding Statement of Account and Order of Payment, respectively. Applicant shall be furnished with electronic copies of the same.
- c. If the submission is found incomplete or not compliant, a Notice of Deficiency shall be sent to the applicant through electronic mail. The processing of the application will be held in abeyance until such time that the noted deficiency is complied with.
- d. Applicant shall be notified through electronic mail if the permit, certificate or license is ready for release.
- e. The approved permit, certificate or license shall only be released upon payment of prescribed fees and submission of hard copies of complete requirements.

2. Courier Services

- a. Applications submitted through a courier service shall consist of original copies of duly accomplished application form and complete requirements. The list of complete requirements of services is specified in the Citizen's Charter as published in the NTC website, www.ntc.gov.ph.
- b. If the submission is found complete, the licensing unit and accounting unit will prepare the corresponding Statement of Account and Order of Payment, respectively. Applicant shall be furnished with electronic copies of the same.
- c. If the submission is found incomplete or not compliant, a Notice of Deficiency shall be sent to the applicant through electronic mail. The processing of the application will be held in abeyance until such time that the noted deficiency is complied with.
- d. Applicant shall be notified through electronic mail if the permit, certificate or license is ready for release.
- e. The approved permit, certificate or license shall only be released upon payment of prescribed fees and submission of hard copies of complete requirements.

3. Walk-In

- a. The schedule of walk-in applicants shall be pre-arranged and coordinated with the licensing units of the Commission. The number of walk-in applicants shall be limited and shall be on a first-come, first-served basis.
- b. Only applications with complete and compliant requirements submitted shall be processed upon payment of prescribed fees. The list of complete requirements of services is specified in the Citizen's Charter as published in the NTC website, www.ntc.gov.ph.
- c. The applicant shall be informed of the schedule of release of approved certificate, permit or license.

B. For Public Telecommunication Entities (PTEs)

1. Submission and Approval of Application

- a. The PTE shall request for assessment of fees of its applications for certificates, permits or licenses through electronic mails and other online platforms. The PTE shall submit the electronic data file in the prescribed format as reference for the assessment of fees.
- b. The PTE shall be furnished the electronic copy of Statement of Account prepared by the licensing unit for preparation of check payment.
- c. The PTE shall submit on a pre-arranged schedule the following:
 - c.1 Application form and hard copies of complete requirements;
 - c.2 Statement of Account for approval by the licensing unit and for issuance of Order of Payment by the Accounting Unit; and
 - c.3 Check Payment for issuance of Official Receipt by the Cash Unit.

Only applications with complete and compliant requirements submitted shall be accepted. The list of complete requirements of services is specified in the Citizen's Charter as published in the NTC website, www.ntc.gov.ph.

- d. The PTE shall be informed of the schedule of release of approved certificate, permit or license.

Electronic or digital signature in the approval of certificates, permits or licenses may be used provided it has adequate security and control mechanisms.

All concerned units with licensing functions are authorized to issue mechanisms that shall result to minimum requirements to be submitted and shorten processing time during this emergency period.

REGIONAL OFFICE/S

The Regional Offices may adopt the same guidelines for applications submitted in the Central Office or may issue additional guidelines appropriate in their respective areas of jurisdiction, subject to approval of the Commission.

For strict compliance.



GAMALIEL A. CORDOBA
Commissioner



EDGARDO V. CABARIOS
Deputy Commissioner



DELILAH F. DELES
Deputy Commissioner