



NATIONAL INTELLIGENCE COORDINATING AGENCY

CITIZEN'S CHARTER
2021 (2nd Edition)



I. Mandate

Under Executive Order (EO) 246 (1987), the National Intelligence Coordinating Agency (NICA) is mandated to be the focal point for the direction, coordination and integration of government activities involving national intelligence, and the preparation of intelligence estimates of local and foreign situations for the formulation of national policies by the President.

Under EO 69 (2002), the NICA shall institute structural reforms to enable the Agency to sufficiently respond to the challenges of the new millennium, enhance its intelligence assessment and operational competence, strengthen its capability for intelligence collection, and allow it to take the lead in intelligence management.

Administrative Order (AO) 68 (2003) further designates the Director General (DG), NICA to serve as the principal adviser to the President on intelligence. It also mandates the DG, NICA to chair the National Intelligence Committee (NIC), a collegial body tasked to promote unity and cohesion of the national intelligence community as well as prescribe policy guidelines and directives to various national government units, agencies and offices engaged in activities involving national intelligence.

Under EO 608 (2007), the NICA acts as coordinator for government security, which calls for the establishment of a national security clearance system for government personnel.

Republic Act (RA) 11479 or the Anti-Terrorism Act of 2020 provides that the NICA act as the Secretariat to the Anti-Terrorism Council. The Council shall define the powers, duties and functions of the NICA as Secretariat to the Council.

Under EO 70 (2018), the NICA sits as a member of the National Task Force to End Local Communist Armed Conflict (NTF-ELCAC), and heads the NTF-ELCAC's Situational Awareness and Knowledge Management (SAKM) Cluster. The SAKM Cluster designs, develops and implements a comprehensive national education awareness campaign, training management package, and other knowledge management operations, that aim to deliver a deeper understanding of threat situation and threat groups, including the strategies and tactics of the communist terrorists, among government officials and the general public at all levels.



II. Vision

To prevail as the country's premier intelligence agency that is relevant, capable and dependable.

III. Mission

To take the lead in directing, coordinating and integrating all government activities involving national intelligence.

IV. Service Pledge

As the country's premier intelligence Agency, the NICA is committed to lead in directing, coordinating, and integrating all government activities involving national intelligence; provide intelligence estimates to satisfy the needs and expectations of the President, the National Security Adviser, and other stakeholders; and comply with relevant legal requirements.

Towards these goals, the NICA shall continuously develop its capabilities and overall competence; enhance its systems and processes; foster harmonious relationships with the intelligence community; and adopt mechanisms to address the evolving security environment.



V. List of Services Offered

Head Office

External Services

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Head Office

External Services

Important note: All services are government to government transactions and done at the Head Office. No fees shall be collected for the services.



1. Provision of Direction and Guidance to the Intelligence Community

The NICA discharges its responsibility of directing and coordinating the national intelligence activities of the government principally thru the National Intelligence Committee (NIC), which serves as advisory body to the DG, NICA for the coordination, integration and fusion of all intelligence activities, and in addressing issues of national intelligence concerns.

Office		Office of the Director General (ODG)				
Classification		Simple				
Type of Transaction		G2G – Government to Government				
Who may Avail		NIC Member-Agencies				
Checklist of Requirements				Where to Secure		
N/A				N/A		
Step	Client Steps	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
		Receive Intelligence Requirement/s from the President and/or NSA	ODG	DG	0.5 hour	
		Prepare the NIC Memorandum	Plans and Programs Office (PPO) as NIC Secretariat	Dir, PPO/Head, NIC Secretariat	7 hours	
		Approve by the Chair, NIC/DG, NICA	ODG	DG	0.5 hour	
1	Receive copy of the signed NIC Memo for information/ appropriate action	Disseminate to the NIC Member-Agencies	PPO	Dir, PPO/Head, NIC Secretariat	4 hours	Signed Memo
End of Transaction			No fees will be collected		12 hours	



2. Formulation of the Annual National Intelligence Estimate

The National Intelligence Estimate (NIE) is a written comprehensive assessment of the threats to national security. As a tool for policy action and policy formulation, the NIE provides information on the likely course of events, both local and international, and highlights their implications to the country's peace and stability. The NIE is submitted annually at the start of the year to the President and other key government officials, including but not limited to, the Executive Secretary, the National Security Adviser (NSA), Chief of Staff of the Armed Forces of the Philippines, Senate President, and Speaker of the House of Representatives.

Office		Directorate of Analysis and Assessment (DIII)				
Classification		Highly Technical				
Type of Transaction		G2G – Government to Government				
Clients		President, NSA, NIC Member-Agencies, and key government officials				
Checklist of Requirements				Where to Secure		
N/A				N/A		
Step	Client Steps	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
		Discuss the NIE outline for the year	DIII	ADG, Dir OAPD1 and Dir OAPD2	2 hours	
		Gather data from intelligence reports, briefs and other estimates	DIII	Desk Officers	10 days	
		Draft the NIE per concerned topic	DIII	Branch Chiefs, Desk Officers	3 days	
		Consolidate the NIE per concerned branch	DIII	Division Chiefs	1 day	
		Consolidate and review the NIE	DIII	Dir OAPD1 and Dir OAPD2	1 day	
		Final review	DIII	ADG	1 day	
		Approve by the DG	ODG	DG	1 day	
1	Receive the NIE	Disseminate to the Stakeholders	DIII	Admin Officer	1 day	Signed NIE
End of Transaction			No fees will be collected		18 days and 2 hours	



3. Production of Intelligence Reports

The NICA is tasked to produce national intelligence reports (IR) to satisfy the needs and expectations of the President, the NSA and other national security policy-makers. The primary purpose of the NICA's IR is to provide information and insights that will enhance understanding of the core national security issues, and how they relate to other matters, and identify possible consequences or alternative courses of action.

Office		Directorate of Analysis and Assessment (DIII)				
Classification		Complex				
Type of Transaction		G2G – Government to Government				
Clients		President, NSA, NIC Member-Agencies, and key government officials				
Checklist of Requirements				Where to Secure		
N/A				N/A		
Step	Client Steps	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
		Receive requirement and forward it to Concerned Office	DIII	ADG	0.5 hour	
		Forward requirement to concerned Division Chief, Branch Chief, and Desk Officer	DIII	Dir OAPD1/ OAPD2	0.5 hour	
		Draft the IR	DIII	Desk Officer	8 hours	
		Review/Edit the IR	DIII	Division Chief	0.5 hour	
		Review the IR	DIII	Dir OAPD1/ OAPD2	0.5 hour	
		Conduct final review on the report	DIII	ADG	0.5 hour	
		Approve/Sign the IR by the DG	ODG	DG	0.5 hour	
1	Receive IR for their information/ action	Release of the IR to the intended recipients	DIII	Admin Assistant	1 hour	
End of Transaction		No fees will be collected			12 hours	



4. Provision of Agency's Records Check

The Agency is tasked to provide Records Check (RC) services to various government line agencies, foreign counterparts, Philippine Embassies abroad and organic units. These RC requests are classified according to the origin of the requests, namely: Internal RC Request, External RC Request and requests from different Philippine Embassies abroad. Internal RC Requests are those that come from the different directorates/units of the Agency in line with their operational and research requirements, while External RC Requests originate from different government offices and foreign counterparts. RC requests from Philippine Embassies abroad are self-explanatory and the requests are received and transmitted thru official and secured e-mail.

Office		Office of Integrated Records, Resources and Support, DIII				
Classification		Simple				
Type of Transaction		G2G – Government to Government				
Who may Avail		Government Departments and Agencies				
Checklist of Requirements				Where to Secure		
Letter of Request (1)				Requesting Party		
Step	Client Steps	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
1	Prepare and send letter of request with complete details (full name and birthdate) of persons to undergo RC	1.1 Receive Request for RC thru secured NICA e-mail or pouch/courier	DIII	ADG	0.5 hour	Letter-Request with complete details
		1.2 Review and forward the requirements to the concerned branch	OIRRS, DIII	Director/ Division Chief	0.5 hour	
		1.3 Work on electronic RC	OIRRS, DIII	Records Officer	0.5 hour	
		1.4 Prepare the result of the RC	OIRRS, DIII	Records Officer	0.5 hour	
		1.5 Review the result of the RC	OIRRS, DIII	Director/ Division Chief	1 hour	
		1.6 Approve the result of the RC	DIII	ADG	0.5 hour	



2	Acknowledge the receipt of the results of RC	Reproduce, package, release and file the result of the RC	DIII	Admin Assistant	0.5 hour	
End of Transaction		No fees will be collected			4.5 hours	



5. Provision of Security Audit and Inspection

A Security Audit and Inspection (SAI) is a service performed to determine compliance with established security policies and procedures, and is conducted on a recurring schedule or as a follow-up to a security survey. It may be conducted upon specific request from the concerned government agency.

Office		Special Security Office (SSO)				
Classification		Complex				
Type of Transaction		G2G – Government to Government				
Who may Avail		Government Departments and Agencies				
Checklist of Requirements				Where to Secure		
Letter of Request (1)				Requesting Party		
Step	Client Steps	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
1	Prepare and send letter of request	1.1 Receive request to conduct SAI and forward it to SSO	DV	ADG	0.5 hour	Letter-Request
		1.2 Review and forward the requirements to the concerned unit	SSO, DV	Dir SSO	0.5 hour	
		1.3 Respond to the requesting office the receipt of the request	SSO, DV	Division Chief	0.5 hour	
		1.4 Conduct operational research and prepare complete staff work (CSW) to be submitted to the DG for approval	SSO, DV	Division Chief	1 hour	
		1.5 Approve the conduct the SAI by the DG	ODG	DG	0.5 hour	



2	Assist the NICA with regards to administrative and logistical matters Prepare list of personnel/ employees with complete details for RC	2.1 Implement the SAI on the government facility/office and its personnel/ employees	SSO, DV	Division Chief and Security Officers	2-3 days	List of personnel/ employees
		2.2 Forward to OIRRS, DIII for RC the names of the personnel/ employees	SSO, DV	Dir SSO	0.5 hour	
		2.3 Prepare the SAI report and include the result of the personnel/ employees' RC	SSO, DV	Security Officers	2 days	
		2.4 Review/ Edit the SAI report	SSO, DV	Division Chief	1 hour	
		2.5 Final review of the SAI Report	SSO, DV	Dir SSO	1 hour	
		2.6 Approve/ Sign the SAI report	DV	ADG	1 hour	
3	Receive the SAI report for information and appropriate action/s	Release and dispatch the signed SAI report to the requesting government office	DV	Admin Assistant	1 hour	
End of Transaction		No fees will be collected			5 days and 7.5 hours	



6. Provision of Security Awareness Seminar

A government office or installation may request the conduct of Security Awareness Seminar (SAS). The SAS ensures that government employees are aware of and understand their duties and responsibilities in relation to the various aspects of security (i.e. Physical, Document, Cyber, Operation and Personal).

Office		Special Security Office (SSO)				
Classification		Complex				
Type of Transaction		G2G – Government to Government				
Who may Avail		Government Departments and Agencies				
Checklist of Requirements				Where to Secure		
Letter of Request (1)				Requesting Party		
Step	Client Steps	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
1	Prepare and send letter of request	1.1 Receive request for SAS and forward it to SSO	DV	ADG	0.5 hour	Letter-Request
		1.2 Prepare a CSW to be submitted to the DG for approval of the SAS	SSO, DV	Division Chief	8 hours	
		1.3 Approve the conduct of the SAS	ODG	DG	0.5 hour	
2	Coordinate with NICA re conduct of SAS	Coordinate with the requesting office for the conduct of the SAS	SSO, DV	Division Chief	1 hour	
3	Assist the NICA with regards to administrative and logistical matters	Prepare the necessary requirements and implement the SAS to the requesting office	SSO, DV	Division Chief, Security Officers, and Training Specialists	3 days	
End of Transaction		No fees will be collected			3 days and 10 hours	



Head Office

Internal Services

Important note: All services are government to government transactions and done at the Head Office. No fees shall be collected for the services.



1. Issuance of Supplies

This service ensures proper controls in the issuance to requesting units of supplies carried on stock. It covers activities from receipt of request until issuance.

Office		Logistics Management Office (LMO)				
Classification		Simple				
Type of Transaction		G2G – Government to Government				
Who may Avail		NICA National and Regional Offices				
Checklist of Requirements				Where to Secure		
Requisition and Issue Slip (RIS) (1) Supplies Utilization Report (SUR) (1)				LMO Requesting Unit		
Step	Client	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
1	NICA National and Regional Offices	Receive request for supply and assign RIS control number	LMO	Supply Branch Staff (SBS)	0.5 hour	RIS and SUR
2		2.1 Check RIS and check availability in the Stockroom 2.2 Evaluate completeness of attachments and past utilization of requesting unit to determine reasonableness of quantity requested (If stock is not available or insufficient, inform requesting unit to prepare Purchase Request. Refer to Procurement Procedure) 2.3 If request is available in stock, forward to D, LMO for approval of RIS	LMO	SBS	0.5 hour	
3		Approve and sign on the RIS and forward to Supply	LMO	D, LMO	0.5 hour	



		Branch for issuance				
4		<p>4.1 Place requested stocks in the releasing area</p> <p>4.2 Record issuance and update Stock Card</p> <p>(FEFO (First Expiring, First Out) and FIFO (First In, First Out) shall be practiced)</p>	LMO	SBS	1 hour	
5		5.1 Issue supplies to the requesting unit and secure requesting unit's sign on the RIS upon receipt of supplies.	LMO	SBS	0.5 hour	
End of Transaction			No fees will be collected		3 hours	



2. Small Value Procurement

Request for acquisition of goods, refers to all items, supplies, materials and general support services, except consulting services and infrastructure projects. This service covers activities from the receipt of Purchase Request from End-User Unit to the inspection and acceptance of delivered goods.

Office		Logistics Management Office (LMO)				
Classification		Simple				
Type of Transaction		G2G – Government to Government				
Who may Avail		NICA National and Regional Offices				
Checklist of Requirements				Where to Secure		
Purchase Request (PR) (1)				Requesting Unit		
Step	Client	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
1	NICA National and Regional Offices	Receive PR, assign control number and log details of request	LMO	Procurement Staff (PS)	0.5 hour	PR
2		Attach Flow Sheet Form to PR	LMO	Property/ Supply Staff	0.5 hour	
3		3.1 Canvass from at least three suppliers (A Certificate of Canvass shall be prepared with the quotations taken from at least three canvassed suppliers. Provide recommendation to lowest qualified supplier) 3.2 Prepare required documents and complete staff work for the approval of concerned signatories	LMO	PS	4-5 days	PR Certificate of Canvass



		3.3 Route the PR for approval, based on the Flow Sheet				
4		Approve the PR		The Flow Sheet indicates the approving authority depending on the amount indicated in the PR.	0.5 hour	PR
5		5.1 Prepare Purchase Order (PO) detailing the quantity and specifications of the products or services to be procured 5.2 Route the PO to the Office of Comptroller for certification of availability of funds, before being forwarded to the approving authorities. 5.3 Forward the PO to the DG or delegated authority for approval	LMO	PS	1 day	PO
6		Approve the PO	ODG	DG	0.5 hour	PO
7		Serve the approved PO to the supplier	LMO	PS	0.5 hour	Approved PO
8		8.1 Receive the delivery of goods 8.2 Check/ inspect goods if in accordance with specifications per approved	LMO	Supply Staff	1 day	



		PO prior acceptance				
End of Transaction			No fees will be collected		7 days and 2.5 hours	



3. Application Development

Application Development (AD) refers to the process of computer programming, documenting, testing, and bug fixing involved in creating and maintaining applications and frameworks resulting in a software. The AD service covers activities from receipt of request for application development until turn-over of the application to the end-user.

Office		Cyber Security Division (CSD) - formerly Systems Development Unit (SDU)				
Classification		Highly Technical				
Type of Transaction		G2G – Government to Government				
Who may Avail		NICA National and Regional Offices				
Checklist of Requirements				Where to Secure		
Request Form (1)				CSOO		
Step	Client	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
1	NICA National and Regional Offices	Receive request and schedule meeting with Chief, CSD to discuss details of request	CSD	Software Development Staff (SDS)	2 hours	Request Form
2		2.1 Review the request 2.2 Inform the requesting unit if the request is feasible or not	CSD	SDS	1 hour	
3		Prepare the project proposal indicating the project's hardware, software, manpower and funding requirements	CSD	SDS	1-2 weeks	Request Form
4		Coordinate with the OC for availability of funding requirements	CSD	Chief, CSD	1 hour	
5		5.1 Discuss the project proposal with requesting unit	CSD	Chief, CSD	6 hours	



		5.2 Finalizes the project proposal for signature of ADG, DI (Assistant Director General, Directorate for Administration or DI)	CSD	Chief, CSD		
6		Approve the development of the application or program	DI	ADG, DI	1 hour	
7		Create the application and database	CSD	CSD Staff	12 weeks	
8		Submit the final application and documentation to ADG, DI	CSD	Chief, CSD	1 hour	
9		Sign-off on the project, indicating that all requirements have been completed		ADG, DI Chief, CSD and Requesting Unit	2 hours	
End of Transaction			No fees will be collected		14 weeks and 14 hours	



4. IT Infrastructure Maintenance

This service ensures that all IT equipment are available and in good running condition, and provides timely and complete response to requests for IT maintenance. It covers activities from receipt of ICT request form, determination of maintenance work, conduct of preventive or corrective maintenance, endorsement and turn-over to end-user.

Office		Communications and Information Technology Office (CITO)				
Classification		Highly Technical				
Type of Transaction		G2G – Government to Government				
Who may Avail		NICA National and Regional Offices				
Checklist of Requirements				Where to Secure		
ICT Request Form (1)				CITO		
Step	Client	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
1	NICA National and Regional Offices	Receive request and forward the same to designated ICT Personnel	CITO	CITO Staff	0.5 hour	Request Form
2		Review request made by end-user to determine the maintenance service to be provided (For preventive maintenance works, the Preventive Maintenance Plan shall be referred to)	CITO	CITO Staff	0.5 hour	
3		Inspect equipment to determine whether or not it can still be repaired (If the equipment can no longer be	CITO	CITO Staff	8 hours	



		repaired, CITO personnel shall recommend the disposal of the equipment				
4		Repair the equipment	CITO	CITO Staff	3 days	
5		5.1 Endorse the repaired equipment to end-user 5.2 Update the Equipment History file, indicating date, nature of preventive maintenance work, and equipment	CITO	CITO Staff	0.5 hour	
End of Transaction			No fees will be collected		3 days and 9.5 hours	



5. Legal Review and/or Comments

The National and Regional Offices of NICA may seek the assistance of the Agency Legal Service for legal comments/opinion and review of service contracts and other documents related to the mandate of the Agency.

Office		Agency Legal Service (ALS)				
Classification		Simple				
Type of Transaction		G2G – Government to Government				
Who may Avail		NICA National and Regional Offices				
Checklist of Requirements				Where to Secure		
Letter-request (1)				Requesting Unit		
Step	Client	Agency Action	Specific Office	Person Responsible	Processing Time	Form/ Document
1	NICA National and Regional Offices	1.1 Receive request 1.2 Forward the request to the Agency Legal Officer (ALO)	ALS	ALS Staff	0.5 hour	Letter-request
2		2.1 Assess the letter-request 2.2 Endorse to the concerned ALS Staff	ALS	ALO	0.5 hour	
3		Prepare the legal opinion/ comments	ALS	ALS Staff	1-2 days	
4		Review, approve and sign the draft legal opinion/ comment	ALS	ALO	1 day	
5		Forward to requesting unit	ALS	ALS Staff	0.5 hour	
End of Transaction			No fees will be collected		3 days and 1.5 hours	



VI. Feedback and Complaints

Please let us know how we have served you by accomplishing the Feedback Form available in various offices and putting in the suggestion box provided for. If you are not satisfied with our services, your written complaints shall be immediately attended to. The Agency Grievance Committee shall conduct investigation and hearing within ten working days and submit the result of their investigation and recommendation to the Director General, NICA for appropriate action. You can call us at 8927-4245 and look for the concerned head of office as specified in this Citizen's Charter or you can send your feedback through our e-mail address maine@nica.gov.ph.

Thank you for helping us continuously improve our service.

For other concerns, clients may contact the following offices:

Presidential Complaints Center – 8888
CSC Contact Center ng Bayan – 0908-8816565
Anti-Red Tape Authority – (02) 8-478-5093



VII. List of Offices

OFFICE	ADDRESS	CONTACT INFORMATION
Head Office	No. 5 V. Luna Road, Quezon City	(02) 8927-4245
Office of the Director General		(02) 8927-4245 loc 6104
Plans and Programs Office		(02) 8927-4245 loc 8101
Agency Legal Service		(02) 8927-4245 loc 6601
Directorate for Administration		(02) 8927-4245 loc 2101
Logistics Management Office		(02) 8927-4245 loc 2501
Communications and Information Technology Office		(02) 8927-4245 loc 7101
Directorate of Analysis and Assessment		(02) 8927-4245 loc 5101
Office of Integrated Records, Resources and Support		(02) 8927-4245 loc 5404
Special Security Office		(02) 8927-4245 loc 3821
Cyber Security Division		(02) 8927-4245 loc 7700
REGIONAL OFFICES		
NCR	Quezon City	(02) 8287 – 8702 09178879619
RO – CAR	Baguio City	(074) 619 – 1823 09178613054
RO – 01	San Fernando City, La Union	(072) 607 – 1508 09260963317
RO – 02	Tuguegarao City	(078) 395 – 1151 09063586712
RO – 03	San Fernando City, Pampanga	(045) 901 – 4455 09175109129
RO – 4A	Los Baños	(049) 566 – 6642 09055439872
RO – 4B	Batangas City	09199216141
RO – 05	Legazpi City	(052) 742 – 6601 09173508949
RO – 06	Iloilo City	(033) 335 – 0115 09301980529



RO – 07	Cebu City	(032) 231 – 0683
		09773784927
RO – 08	Tacloban City	(053) 325 – 4174
		09062703779
RO – 09	Zamboanga City	(062) 991 – 4378
		09975545970
RO – 10	Cagayan de Oro City	(088) 858 – 2868
		09951904810
RO – 11	Davao City	(082) 233 – 4689
		09286576477
RO – 12	General Santos City	(083) 553 – 6422
		09399427092
RO – 13	Butuan City	(085) 225-91-98