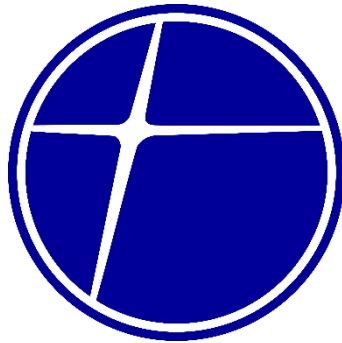
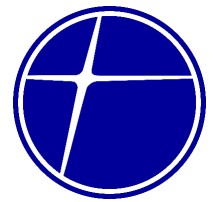


PHILIPPINE NATIONAL  
CONSTRUCTION CORPORATION



PHILIPPINE NATIONAL  
CONSTRUCTION CORPORATION

CITIZEN'S CHARTER  
2024 (1<sup>st</sup> Edition)



## I. **Mandate**

The Philippine National Construction Corporation (PNCC) was incorporated in 1966 under the original name of Construction and Development Corporation of the Philippines (CDCP) for a term of fifty (50) years. The primary purpose of the CDCP was to carry-on and conduct a general contracting business, including the designing, constructing, operation, maintenance, financing or otherwise engaging in any work upon buildings, roads, highways, bridges and other infrastructure and to engage in any and all activities and business undertaking as may be necessary or incidental to accomplish the primary purpose and objectives of the Corporation that will contribute to the economic development of the country. PNCC's corporate life has been extended by the Securities and Exchange Commission on 21 November 2016.

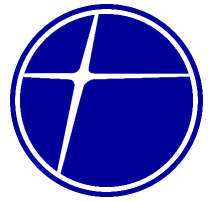
On March 31, 1977, **P.D. 1113** was issued granting Construction Development Corporation of the Philippine (CDCP), the 30-year franchise to construct, operate and maintain toll facilities in North Luzon Expressway (NLEX) and South Luzon Expressway (SLEX). Under this mandate, PNCC entered into a Joint Venture Agreement with various partner to finance, design and rehabilitate the NLEX and SLEX as briefly described above.

Pursuant to Supreme Court decision on the Francisco case, with the expiration of PNCC's franchise on April 30, 2007, the toll assets and facilities of PNCC were automatically turned over to the National Government (NG) including PNCC's share in the toll fees collected by the JV companies currently operating the tollways.

On December 22, 1983, **P.D. 1894** was issued further granting PNCC the right, privilege and authority to construct, maintain and operate any and all such extensions, linkages or stretches, together with the toll facilities appurtenant thereto, from any part of the NLEX, SLEX and/or Metro Manila Expressway and/or to divert the original route and change the original end-points of the NLEX and/or SLEX as approved by TRB. Under the P.D. 1894 franchise, PNCC entered into a Joint Venture Agreement with Indonesia's P.T. Citra Lamtoro Gung Persada to undertake the design, construction, maintenance, operation and funding of the Metro Manila Skyway (MMS) and Metro Manila Expressways (MME).

## II. **Vision**

By 2025, PNCC would have achieved financial viability as an effective and capable partner of the government in tollroad and other related infrastructure development.



### **III. Mission**

To enhance the capabilities of PNCC in the tollroad business and property investment to ensure financial recovery.

### **IV. Core Values**

Professionalism, Integrity, Commitment, Innovation, Excellence and Loyalty

### **V. Quality Policy**

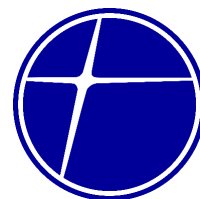
The PHILIPPINE NATIONAL CONSTRUCTION CORPORATION is committed to provide excellent services in the toll road business and realty management to the full satisfaction of all its stakeholders.

To achieve this, the company shall comply with all applicable requirements of an effective and efficient QMS and ensure its continual improvement.

The Company's Quality Policy has the full support and commitment of the Management and the Board of Directors.

All employees are required to understand, implement and maintain the elements of the QMS in relation to their functions in the company.

This Quality Policy shall be communicated and made readily available to all relevant interested parties.

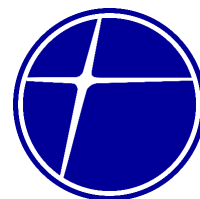


## LIST OF SERVICES

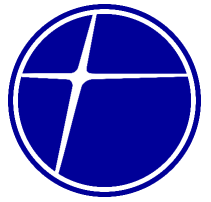
**Head Office – Bicutan**

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1. Controllership Department	
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1.2. Statement of Expense Processing	
2. General Services Division	
2.1. Building Maintenance – Job Order Request (JOR)	
2.2. Processing of Requisition and Issue Slip (RIS)	
2.3. Receiving and Processing of Request for Service Vehicle (RSV) / Trip Ticket	

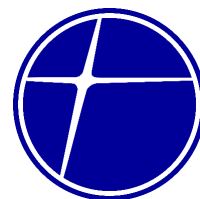


2.4. Service Vehicle – Job Order Request (JOR)	
3. Human Resource Department	
3.1. Issuance of Employment Certificate (Active Employees)	
3.2. Issuance of Philhealth Certification / MDR Certification	
3.3. Review and Filing of Leave Applications	
3.4. Online Filing of SSS Sickness Benefit	
4. Legal Department	
4.1. Contract Review	
4.2. Rendering Legal Action	
4.3. Rendering Legal Opinion	
5. Materials Management Department	
5.1. Procurement of Goods Through Cash Purchase (Simple)	
5.2. Procurement of Goods Through Cash Purchase (Highly Technical)	
6. Management Information System Department	
6.1. Evaluation of ICT Requirements	
6.2. ICT Repairs and Technical Assistance	
6.3. Software Installation	
6.4. Request for Posting to Website	
7. Security Office	
7.1. Screening of Gatepass	
8. Treasury Department	
8.1. Cash Collection Above ₱50K	
8.2. Cash Collection Less Than ₱50K	
8.3. Releasing of Petty Cash Advance	
8.4. Releasing of Check	



## **Head Office – Bicutan**

### **External Services**



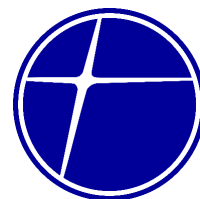
## 1. Bids and Awards Committee

### 1.1. Issuance of Bid Documents

As provided in Section 17.4 of the Implementing Rules and Regulations (IRR) of Republic Act 9184, bidders may be asked to pay for bidding documents to recover the cost of preparation and development. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof to the PNCC Cashier.

<b>Office or Division:</b>	Bids and Awards Committee				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity				
<b>Who may avail:</b>	Prospective Bidders				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
None			N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Conduct inquiry by interested bidder on the scheduled bidding and request bid documents.	1.1. Entertain and inform the interested bidder regarding bid requirements of the scheduled bidding.	None	10 minutes	<i>BAC Secretariat</i>	
	1.2. Instruct the interested bidder to pay the fee for the bid documents to the PNCC Cashier		15 minutes	<i>BAC Secretariat</i>	
1. Pay the fee for the bid documents to the PNCC Cashier	2.1. Receive payment from client and issue Official Receipt	*Refer to Appendix 8 on the Sale of Bidding Documents) of GPPB Guidelines and other issuances	25 minutes	<i>PNCC Cashier</i>	





2. Present the Official Receipt (OR) to BAC Secretariat	3.1. Issue bid documents to the interested bidder		5 minutes	<i>BAC Secretariat</i>
TOTAL		*	55 minutes	

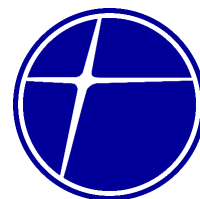
## 2. Human Resources Department

### 2.1 Issuance of Certificate of Employment

Certificate of employment is issued upon request of a former employee which will be used to verify employment history of former employee.

This service can be availed from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 2 working days and 40 minutes.

Office or Division:	Human Resources Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former Employees of PNCC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any valid ID			Human Resources Department	
If to be filed by a representative, Authorization Letter from the former employee and photocopy of ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Employment	1.1. Request for 201 file from Central Record.		1 day	HR Staff
	1.2. Process the Certification.		1 day	HR Staff
	1.3. Forward to HR Head for signature.		10 minutes	HRD Head
2. Pay certification fee at Cashier	2.1. Record and release accomplished certification.	50 pesos / per copy	10 minutes	HR Staff



3. Receives certification and fill out Client Satisfaction Measurement (CSM) form	3.1. Receive and file CSM.		20 minutes	HR Staff
TOTAL		50 pesos per copy	2 days and 40 minutes	

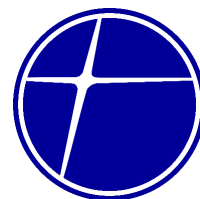
### 3. Management Information System Department

#### 3.1. Inspection of Delivered ICT Resources

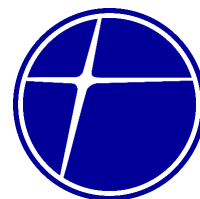
The MIS Department is authorized to receive and inspect deliveries of Information Technology resources of PNCC from service providers (suppliers). MISD is responsible in inventory and assignment such as record keeping and updating, physical inventory, placing of inventory tags and designation of custodian of said ICT resources.

This service can be availed from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 1 hour and 40 minutes.

<b>Office or Division:</b>		Management Information System Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B – Government to Business Entity		
<b>Who may avail:</b>		Representatives of Service Providers (Suppliers)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Delivery Receipt, Sales Invoice			MIS Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Delivery Receipt (DR) and Sales Invoice (SI)	1.1. Compares delivery against Purchase Order (PO), DR and SI.	None	5 minutes	Technical Assistant
	1.2. Inspects the delivered items to verify its absolute conformance with the corresponding PO.		5 minutes	Technical Assistant
	1.3. Verifies the quantity, examine		5 minutes	Technical Assistant



	each item for damage / defect and checks the completeness of accessories.			
	1.4. Carries out technical inspection and tests on mechanical / electrical and electronic items to ensure conformance.		5 minutes	<i>Technical Assistant</i>
	1.5. Accomplishes the Supplier Performance Evaluation Report (SPER). Logs and assigns reference number.		5 minutes	<i>Technical Assistant</i>
	1.6. Approves and signs SPER.		2 minutes	<i>Head, MISD</i>
	1.7. Forwards SPER, to MMD.		5 minutes	<i>Technical Assistant</i>
	1.8. Logs and assigns property number to the received items. Prepares Inspection and Acceptance Report (IAR).		1 hour	<i>Technical Assistant</i>
	1.9. Signs IAR.		3 minutes	<i>Head, MISD</i>
	1.10. Forwards IAR, SI and DR to Controllershhip Department		5 minutes	<i>Technical Assistant</i>
	<b>TOTAL:</b>	None	1 hour and 40 minutes	

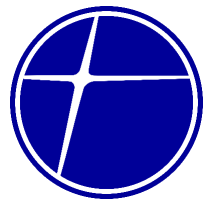


## 4. Office of the President

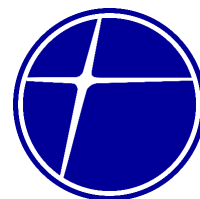
### 4.1. Receiving and Processing of Communication

PNCC will receive communications from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 5 working days and 50 minutes.

<b>Office or Division:</b>		Document Control Center (DCC)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official communication			DCC	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request, query and other communication	1.1. Receives and records the communication and forwards it to the concerned office	None	10 minutes	<i>Document Controller</i>
	1.2. Records and refers the communication to the appropriate and concerned personnel Note: If the received communication refers to request of information, follow the PNCC FOI Standard Procedure.	None	10 minutes	<i>Document Controller</i>
	1.3. Evaluates the communication, reviews the related documents, prepares	None	3 days from receipt	<i>Division Head and Concerned Personnel</i>



	<p>necessary recommendations or actions on the matter and submit the same to the Office of the President and CEO (OP)</p> <p>1.4. Signs the reply</p> <p>1.5. Forwards the signed reply to the DCC for recording</p> <p>1.6. Delivery to and receipt of receiving party</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>2 days upon receipt from the OP</p>	<p><i>President &amp; CEO</i></p> <p><i>Document Controller</i></p>
1.2 Receives reply and accomplish Client Satisfaction Measurement (CSM) and submit to DCC	2.1. Receive accomplished CSM and file accordingly	None	5 minutes	<i>Document Controller</i>
	<b>TOTAL:</b>		5 days, 55 minutes	

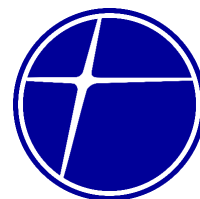


## 5. Realty Management Department

### 5.1. Inquiry on Property for Lease

PNCC will entertain request, query and other communications from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 30 minutes.

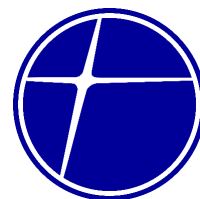
<b>Office or Division:</b>		Realty Management Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Any interested party – individual, government or private entity		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official communication			Realty Management Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call or visit the PNCC Office (walk-in)	1.1. Entertain the call or walk-in inquiry	None	10 minutes	<i>Realty Management Staff</i>
	1.2. Identify the property intended to lease	None	20 minutes	<i>Realty Management Staff</i>
	and inform the interested lessee the status of the property			
TOTAL		NONE	30 minutes	



## 5.2. Processing of Letter of Intent

PNCC will evaluate, process and reply to letter of intent submitted by prospective lessee. PNCC will receive letter of intent from Monday to Thursday, 7:00 am to 5:00 pm, except on non-working holidays. Maximum duration of process is 3 working days.

<b>Office or Division:</b>		Realty Management Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Any interested party – individual, government or private entity		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent to Lease addressed to the President and CEO (1 copy)			Office of the President	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of intent to Lease	1.1. Receive letter of intent to lease	None	30 minutes	<i>Executive Secretary</i>
	1.2. Determine if the property is possible for leasing	None	30 minutes	<i>President and CEO, Realty Management Staff</i>
2. Receive reply letter	2.1. Prepare reply letter and transmit it to the prospective lessee through email or mail to the given address.	None	2.5 working days	<i>Realty Management Staff</i>
TOTAL		NONE	3 working days	



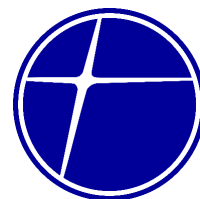
## 6. Security Office

### 6.1. Filing of Complaint

If you are not satisfied with our service you may file your complaint from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 15 working days and 30 minutes.

<b>Office or Division:</b>		Human Resource Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished feedback or complaint form			Security Office	
Photocopy of government-issued ID of the Complainant				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and submit Feedback / Complaint Form	1.1. Receives the duly filled out Feedback / Complaint Form	None	30 minutes	Security Officer
	1.2. Follow the Complaint Handling Procedure	None	15 working days	
2. Receives reply and accomplish Client Satisfaction Measurement	2.1. Release the reply to the complaint filed	None		
	<b>TOTAL:</b>		15 working days, 30 minutes	

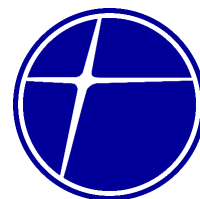




## 6.2. Screening of Gate Pass

Gate Pass is issued to winning bidders to enable them to pull-out the items acquired through bidding. This service can be availed from Monday to Thursday, 7:00 am to 5:00 pm except on non-working holidays. NO NOON BREAK.

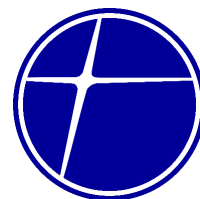
<b>Office or Division:</b>		Security Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Winning Bidders		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Any valid ID, Duly approved gate pass, Notice of Award			Security Guard – Main gate entrance	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit gate pass to guard on duty	1.1. Check the authenticity of the gate pass	None	2 minutes	<i>Security Guard Main gate entrance</i>
	1.2. Logbook the vehicle information of the winning bidder	None	18 minutes	<i>Security Guard Main gate entrance</i>
TOTAL		None	20 minutes	



### 6.3. Screening of Walk-in Visitors

Any concerned citizen and visitors with transactions with PNCC will be entertained and assisted by the guards on duty from Monday to Thursday, 7:00 am to 5:00 pm except on non-working holidays. NO NOON BREAK.

<b>Office or Division:</b>		Security Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Visitor with business transactions with the company		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Any valid ID			Security Guard – Main gat entrance	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make inquiry	1.1. Receive and verify visitor/s name, address and purpose. Visitor/s to provide one (1) valid ID with contact number	None	5 minutes	Security Guard Main gate entrance
2. Sign in Security logbook	2.1. Issue Visitor's Pass	None		
	2.2. Inform employee to be visited and/or transacted with before guiding to the office concerned	None	5 minutes	Security Guard Lobby Entrance
<b>TOTAL</b>		None	10 minutes	

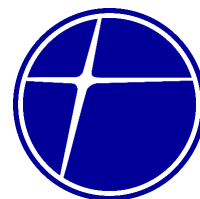


## 7. Treasury Department

### 7.1. Cash Collections of Above P50K with manual count

Acceptance of cash collections from individual bidders or former employees for the services requested from PNCC. This service can be availed from Monday to Thursday, 7:00 am to 5:00 pm except on non-working holidays. NO NOON BREAK.

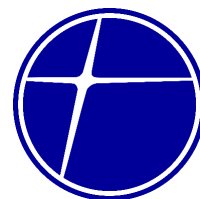
<b>Office or Division:</b>		Treasury Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Citizen		
<b>Who may avail:</b>		Individual Bidders; former employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Payment orders			Materials and Management Dept.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents the service charges, bidding fee and awards payment advice	1.1. Check the details including the amount indicated in the advice forms	None	15 minutes	<i>MEF Analyst/ Collection</i>
2. Receives the Official Receipt	Cash count the bills before issuing the Official Receipt  Note: Denominations cash counted were the P500 & P1000 big bills	None	5 minutes	<i>MEF Analyst/ Collection</i>
<b>TOTAL:</b>			20 minutes	



## 7.2. Cash Collections of above P50K cash counted with the money counters

Collections and issuances of OR from excesses of cash advances, cash payment of rentals and bid awards from disposal of assets. This service can be availed from Monday to Thursday, 7:00 am to 5:00 pm except on non-working holidays. NO NOON BREAK.

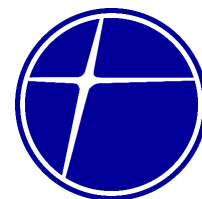
<b>Office or Division:</b>		Treasury Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C– Government to Citizen		
<b>Who may avail:</b>		Bidders, tenants / lessees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Payment advice or ledger from Realty			MMD or Realty	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents the bidding awards and rental advice	1.1. Check the details including the amount indicated in the advice forms for the bidding awards, while rent is verified with the ledger of the Realty Department	None	5 minutes	<i>MEF Analyst/ Collection</i>
2. Receives the Official Receipt	2.1. Manual and machine count the bills before issuing the Official Receipt.  Note: Denominations are the P500 & P1000 big bills.	None	20 minutes	<i>MEF Analyst/ Collection</i>
<b>TOTAL:</b>			25 minutes	



### 7.3. Cash Collections of less than P50K with manual count

Acceptance of cash collections from lessees for the rental of PNCC property. This service can be availed from Monday to Thursday, 7:00 am to 5:00 pm except on non-working holidays. NO NOON BREAK.

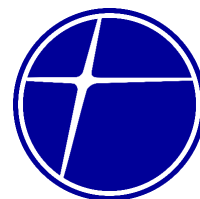
<b>Office or Division:</b>		Treasury Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Lessee		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Rental advice or ledger			Realty Dept.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents the rental advice	1.1. Check the details including the amount indicated in the advice forms and verified with the ledger of the Realty Department	None	15 minutes	<i>MEF Analyst/ Collection</i>
2. Receives the Official Receipt	2.1. Cash count the bills before issuing the Official Receipt  Note: Denominations cash counted were the P500 & P1000 big bills 2.2. Provides Realty Dept. with the photocopy of the OR	None	5 minutes	<i>MEF Analyst/ Collection</i>
<b>TOTAL:</b>			20 minutes	



## 7.4. Check Collection for Toll Revenue and Rental with Tax Certificates

Receivables from toll revenue and dividends from joint-venture partners including the collection of the monthly rental from the agency's leased properties.

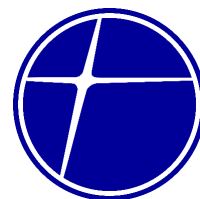
<b>Office or Division:</b>	Treasury Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Joint Venture Partners; Lessee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
check together with the check voucher, toll revenue computations vat & ewt computations; including the tax certificate			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Joint Venture Partners/ Lessee presents to the collection personnel the check together with the check voucher, toll revenue computations vat & ewt computations; including the tax certificate	1.1. Receives and validates the details and amount with all the supplemental documents	None	15 minutes	<i>MEF Analyst/ Collection</i>
2. Receives the original copy of the Official Receipts and acknowledgement forms	2.1. Photocopies forms, then write up the details in the Official Receipts before issuance to the client or its representative	None	15 minutes	<i>MEF Analyst/ Collection</i>
<b>TOTAL:</b>		None	30 minutes	



## 7.5. Releasing of Check (Suppliers and other Business Entity)

Release through checks of payables to suppliers, own-agency employees and former employees.

<b>Office or Division:</b>		Treasury Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt (OR), Authorization and ID of the authorized representative, Check Voucher and supplementals			MEF Analyst/ Disbursement	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Supplier comes to the Cashier's window	1.1. Ask the need of the client.	None	2 minutes	<i>MEF Analyst/ Disbursement</i>
2. States the purpose	2.1. Request for identification and payment advises, if applicable	None	3 minutes	<i>MEF Analyst/ Disbursement</i>
3. Presents ID	3.1. Retrieves the check from the file if applicable; then call out client to return to the Cashier's window.  If check is not on hand, coordinates the payable with the concerned unit and informs client of its status.	None	10 minutes	<i>MEF Analyst/ Disbursement</i>
4. Returns to the Cashier's window	4.1. Present the Check Voucher (CV) for signature on the receipt portion then release the check	None	8 minutes	<i>MEF Analyst/ Disbursement</i>
5. Issues Official Receipt	5.1. Files the OR with the CV	None	2 minutes	<i>MEF Analyst/ Disbursement</i>
<b>TOTAL:</b>			25 minutes	

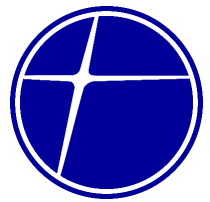


## 7.6. Releasing of Check (Retired/Separated employees)

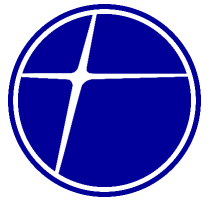
Release through checks of payables to former employees.

<b>Office or Division:</b>	Treasury Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Retired/separated employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original ID Quitclaim Check Voucher and supplementals			From the client themselves Disbursing Cashier Controllershship	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Former employee comes to the Cashier's window	1.1. Ask the need of the client.	None	2 minutes	<i>MEF Analyst/ Disbursement</i>
2. States the purpose	2.1. Request for identification and payment advises, if applicable	None	3 minutes	<i>MEF Analyst/ Disbursement</i>
3. Presents ID	3.1. Retrieves the check from the file if applicable; then call out client to return to the Cashier's window.  If check is not on hand, coordinates the payable with the concerned unit and informs client of its status.	None	10 minutes	<i>MEF Analyst/ Disbursement</i>
4. Returns to the Cashier's window	4.1. Present the Quitclaim for notarization by the former employee.	None	5 minutes	<i>MEF Analyst/ Disbursement</i>



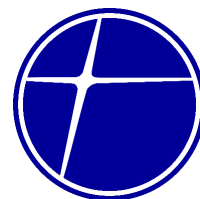


	<p>Note: The turn-around-time for the Quitclaim notarization depends on the client's preference.</p> <p>4.2. Upon submission of the notarized Quitclaim, present the Check Voucher (CV) for signature on the receipt portion then release the check.</p> <p>4.3. Files the CV together with the quitclaim.</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>2 minutes</p>	<p><i>MEF Analyst/ Disbursement</i></p> <p><i>MEF Analyst/ Disbursement</i></p>
<b>TOTAL:</b>			25 minutes	



## **Head Office – Bicutan**

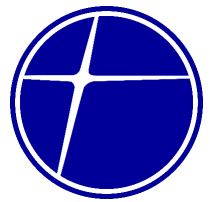
### **Internal Services**



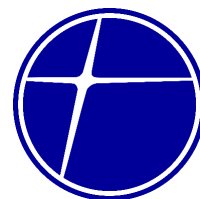
## 1. Controllership Department

### 1.1. Check Voucher Processing

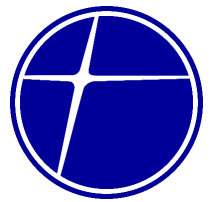
<b>Office or Division:</b>	Controllership Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	PNCC employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. For payment of Check before Delivery (CBD) purchases:               <ol style="list-style-type: none"> <li>a. Purchase Order - original</li> <li>b. Abstract of Bids - original</li> <li>c. Purchase Request - original</li> <li>d. BAC Resolution - original</li> </ol> </li> <li>2. For payment of delivered purchases:               <ol style="list-style-type: none"> <li>a. Sales Invoice – original and xerox copy</li> <li>b. Delivery Receipt - original</li> <li>c. Purchase Order - original</li> <li>d. Abstract of Bids - original</li> <li>e. Purchase Request - original</li> <li>f. BAC Resolution - original</li> <li>g. If Capital Goods, Inventory Custodian Slip - Controllership copy</li> <li>h. Inspection and Acceptance Report (IAR)</li> <li>i. Supplier's Performance Evaluation Report (SPER)</li> </ol> </li> <li>3. For payroll of Rank and File and Supervisory               <ol style="list-style-type: none"> <li>a. Original Payroll Register                   <ol style="list-style-type: none"> <li>i. Earning Register</li> <li>ii. Deduction Register</li> </ol> </li> <li>b. Personnel Time Summary Sheet (PTSS)                   <ol style="list-style-type: none"> <li>i. Daily Time Record from Biometric System</li> <li>ii. Vacation/Sick leave application</li> <li>iii. Authorization for Overtime Work</li> </ol> </li> </ol> </li> </ol>	<p>Downloadable – <a href="https://172.16.0.5">https://172.16.0.5</a> PNCC E-Document</p>



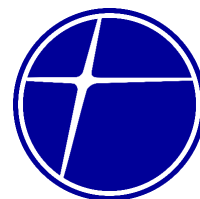
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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ul style="list-style-type: none"><li>iv. Authorization to Leave company premises</li><li>c. Payroll Adjustment Sheet (PAS)<ul style="list-style-type: none"><li>i. Schedule of Deduction/Addition</li></ul></li><li>d. Fixed deduction register<ul style="list-style-type: none"><li>i. Schedule of SSS, Pag-ibig loan deduction</li></ul></li><li>e. Fund Transfer – original and duplicate copy</li></ul> <p>4. For Executive/Managerial Payroll</p> <ul style="list-style-type: none"><li>a. Original Payroll Register<ul style="list-style-type: none"><li>i. Earning Register</li><li>ii. Deduction Register</li></ul></li><li>b. Fund Transfer – original and duplicate copy</li></ul> <p>5. For Cash Advance</p> <ul style="list-style-type: none"><li>a. Request/Justification- original</li><li>b. Check Voucher request for payment duly signed by Department Head – original and duplicate copy</li></ul> <p>6. For Replenishment of Petty Cash Fund</p> <ul style="list-style-type: none"><li>a. Petty Cash Fund Report</li><li>b. Petty Cash Vouchers</li><li>c. Statement of Expenses</li><li>d. Official Receipts/Invoice – original and xerox</li><li>e. Other Supplemental documents</li><li>f. Check Voucher request for payment duly signed by Head, Treasury - original and duplicate copy</li></ul> <p>7. For reimbursement of expenses more than the allowed Petty Cash Fund</p> <ul style="list-style-type: none"><li>a. Official Receipts/Invoice – original and xerox</li><li>b. Statement of Expenses</li><li>c. Other Supplemental documents - original</li></ul> <p>8. For reimbursement of gasoline</p> <ul style="list-style-type: none"><li>a. Official Receipts/Invoice – original and xerox</li><li>b. Statement of Expenses</li><li>c. Other Supplemental documents - original</li></ul> |  |
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9. For Operating and other dues and expenses a. Statement of Account/Billing - original b. Other supplemental documents original				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office submits the check voucher with the required supporting documents.	1.1 Receives the check voucher with supporting documents  Note: If incomplete, documents shall be returned to the requesting office	None	30 minutes	<i>Controllership Personnel</i>
	1.2 Verifies and evaluates the completeness and propriety of supporting documents.  Note: If documents are not in order, it shall be returned to the requesting office. Repeat 1.1  1.2.1 Prepares Accounts Payable Voucher and signs the "Prepared by" portion of the APV. 1.2.2 Prepares the corresponding BIR Form no. 2307 1.2.3 Forwards the accomplished APV, CV and BIR Form No.	None	1 day	<i>Controllership Personnel</i>



	<p>2307 to immediate supervisor</p> <p>1.3 The immediate supervisor shall receive the CV, APV &amp; BIR Form No. 2307</p> <p>1.3.1 Verifies completeness of the documents</p> <p>1.3.2 checks the mathematical accuracy of computation and the accounting entries.</p> <p>1.3.3 Signs the "checked by" portion of the CV and APV.</p> <p>1.3.4 Forwards the CV, APV &amp; BIR Form No. 2307 to the Head-Controller.</p>	None	1 day	<i>Immediate Supervisor</i>
	<p>1.5 The Head-Controller shall receive the CV &amp; APV</p> <p>a. Verifies completeness of the documents</p> <p>b. Checks the mathematical accuracy of the computation and the accounting entries.</p> <p>c. Signs the "Approved by" of the CV, APV and</p>	None	6 hours	<i>Controllershship - Head, Controller</i>

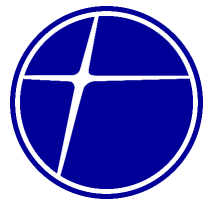


	the BIR Form No. 2307 (Certificate of Creditable Tax Withheld at Source). d. Forwards the CV & APV to the controllership personnel			
	1.6 The Controllership personnel shall receive the CV & APV from the Head-Controllership a. Logs CV/APV in the Logbook b. Forwards the CV/APV to the Treasury Department for processing of check. – refer to Check Disbursement flowchart.	None	1 & 30 mins	<i>Designated Controllership Personnel</i>
	<b>TOTAL:</b>		3 days	

## 1.2. Statement of Expense Processing

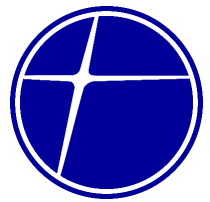
Liquidation of cash advances after completion of the purpose of the expenditure.

Office or Division:	Controllership Department		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	COA, PNCC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Statement of Expenses - original Petty Cash Advance - original Official Receipts – original and xerox Other Supporting Documents: ICT related: - Service Request Form (SRF) - original		Downloadable – <a href="https://172.16.0.5">https://172.16.0.5</a> PNCC E-Document	

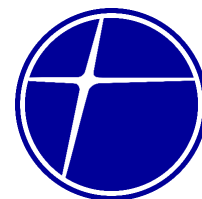


<ul style="list-style-type: none"> <li>- Requisition &amp; Issue Slip (RIS) stamped with MISD Evaluation approved by Head – MISD - original</li> <li>- Inspection and Acceptance Report (IAR) - original</li> </ul> <p>Repair Parts &amp; Materials:</p> <ul style="list-style-type: none"> <li>- Requisition &amp; Issue Slip (RIS) marked “items not available” at stockroom - original</li> <li>- Job Order Request (JOR) - original</li> </ul> <p>Meal expenses during meetings/conferences:</p> <ul style="list-style-type: none"> <li>- Attendance Sheet &amp; Agenda of the meeting - original</li> </ul> <p>Transportation related:</p> <ul style="list-style-type: none"> <li>- Trip Ticket marked “no available service” - original</li> </ul> <p>Taxi fare for Overtime rendered:</p> <ul style="list-style-type: none"> <li>- Authorization for Overtime Work - original</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accountable personnel/Officer submits Statement of Expenses with complete supporting documents.	1.1. Receives the Statement of Expenses with supporting documents	None	30 minutes	<i>Controllership Personnel</i>
	Note: If incomplete, documents shall be returned to the accountable personnel/officer			
	a. Verifies and evaluates the completeness and propriety of supporting documents.	None	1 day	<i>Immediate Supervisor</i>
	Note: If documents are not in order, it shall be returned to the accountable personnel/officer. Repeat 1.1			





	b. Certifies the correctness of the liquidation and signs the "Approved by" portion of the Statement of Expense in accordance with the signing arrangement			
	2. Checks supporting documents and signs the "Approved by" portion of the SE	None	4 hours	<i>Controllershship - Head, Controller</i>
	3. Logs SE in the Logbook and earmarked the Petty Cash Voucher as liquidated 3.1 Forwards the signed SE to Accountable Officer	None	4 hours	<i>Designated Controllershship Personnel</i>
	<b>TOTAL:</b>		2 days & 30 minutes	

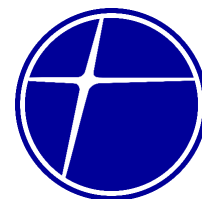


## 2. General Services Division

### 2.1. Building Maintenance – Job Order Request (JOR)

Repair and maintenance of building facilities which may be needed.

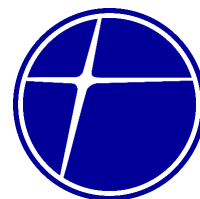
<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PNCC Employee/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Job Order Request duly approved by the Department Head			General Services Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit JOR	1.1. Receive the JOR	None	5 minutes	<i>GS personnel</i>
	1.2. Approve the JOR and assign the requested maintenance work to concerned GS personnel	None	5 minutes	<i>GS Head</i>
	1.3. Undertake the necessary repairs	None	5 hours	<i>Concerned GS personnel</i>
	1.4. Inspect and ensure that the work has been completed satisfactory	None	20 minutes	<i>GS Head</i>
	1.5. Prepare repair cost to be charge to concerned unit	None	30 minutes	<i>GS personnel</i>
2. Acknowledge the completion of job and accomplish Client Satisfaction Measurement Form and submit to GSD	2.1. Receive CSM Form and file accordingly	None	5 minutes	<i>GS personnel</i>
<b>TOTAL</b>		None	6 hours and 5 minutes	



## 2.2. Processing of Requisition and Issue Slip (RIS)

Requisition and Issue Slip (RIS) is a document required to use by employee to request needed office supplies.

<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PNCC Employee/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
RIS (3 copies) duly approved by Department Head			General Services Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit RIS	1.1. Receive the RIS	None	5 minutes	<i>Property Custodian</i> <i>Property Custodian</i>
	1.2. Review and verify the completeness of information. Indicates a check mark in the "Stock Available? Yes" column, if item/s being requisitioned is/are available on stock, or "X" if not available.	None	5 minutes	
	1.3 If item/s is/are available, issue the item/s requisitioned, indicates the quantity issued in the "Issued-Quantity" column, and remarks in the "Issued-Remarks" column, and sign the "Issued by" portion. If item/s requisition is/are not available, returns the RIS to the Requisitioning	None	30 minutes	<i>Property Custodian</i>

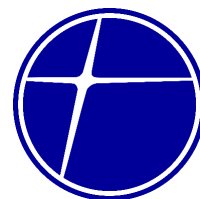


	Unit for the preparation of Purchase Request.			
2. Receive the requested item/s and 1 copy of RIS.	2.1. Files in numerical order 2 copies of RIS	None	3 minutes	<i>Property Custodian</i>
3. Accomplish Client Satisfaction Measurement (CSM) form to rate the performance of GS personnel	3.1. Files copy of CSM	None	2 minutes	<i>Property Custodian</i>
TOTAL		NONE	45 minutes	

### 2.3. Receiving and Processing of Request for Service Vehicle (RSV) / Trip Ticket

Request for Service Vehicle / Trip Ticket is used by requesting employee for necessary travels needed in accomplishing his/her task or activities of the company.

<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PNCC Employee/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
RSV/Trip Ticket (2 copies) duly approved by Department Head, GS Head and HR Head			General Services Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit RSV/Trip Ticket form	1.1. Receive the Trip Ticket	None	5 minutes	<i>Dispatcher</i>
	1.2. Assign the available vehicle and driver to RSV/Trip Ticket. If the assigned vehicle requires for	None	10 minutes	<i>Dispatcher</i>

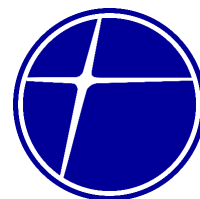


	POL, the driver shall fill-out the POL withdrawal Slip and submit to GS Head.			
	1.3. Approve the POL Withdrawal Slip for proper withdrawal of diesel fuel.	None	10 minutes	<i>GS Head</i>
	1.4. Note down the odometer reading on the trip ticket and present it to the gate guard prior leaving the office premises.	None	10 minutes	<i>Driver</i>
TOTAL		None	35 minutes	

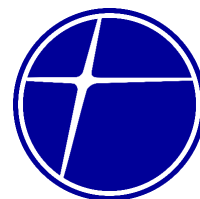
## 2.4. Service Vehicle – Job Order Request (JOR)

Repair and maintenance services of equipment and service vehicle which may be needed in the pursuit of any activity of the company.

<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PNCC Employee/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Job Order Request (2 copies) duly approved by Department Head, GS Head			General Services Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit JOR Form	1.1. Receive the approved JOR form	None	5 minutes	<i>Mechanic</i>
	1.2. Inspect the complaint/damage to determine the action to be undertaken and if the request can be handled by Maintenance or will be coordinated with	None	1 hour	<i>Mechanic</i>



	<p>a third-party contractor. Accomplish the JOR (Findings and Recommendations). Note: If damage of vehicle cannot be handled by Maintenance, inform requesting unit to prepare Service Request, and return 1 copy of JOR to requesting unit, otherwise, proceed to 1.3.</p>			
	<p>1.3. Undertake the necessary repair on vehicle.</p>	None	6 hours	<i>Mechanic</i>
	<p>1.4. Upon accomplishment of assigned task, inspect and ensure that the work has been completed satisfactorily.</p>	None	30 minutes	<i>GS Head</i>
	<p>1.5. Prepare repair cost to be charge to concerned unit.</p>	None	1 hour	<i>GS personnel</i>
2. Accomplish Client Satisfaction Measurement (CSM) form to rate the performance of GS personnel	2.1. Files copy of CSM	None	2 minutes	<i>GS personnel</i>
TOTAL		None	8 hours, 37 minutes	



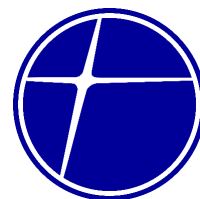
### 3. Human Resource Department

#### 3.1. Issuance of Certificate of Employment (Active Employees)

Certificate of employment is issued upon request of active employee which will be used to verify employment history of the employee.

This service can be availed from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 1 hour and 40 minutes.

<b>Office or Division:</b>		Human Resource Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Active employees of PNCC		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
N/A			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certificate of Employment	1.1. Process the employment certification, prepare certificate and forward to HR Head for signature	None	1 hour	<i>HR Staff</i>
	1.2. Sign the Employment Certificate	None	10 minutes	<i>HR Head</i>
	1.3. Record and release employment certificate	None	10 minutes	<i>HR Staff</i>
2. Accomplish Client Satisfaction Measurement (CSM) Form	2.1. Receive CSM form and file accordingly	None	20 minutes	<i>HR Staff</i>
TOTAL		None	1 hour and 40 minutes	



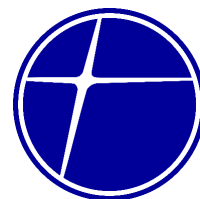
### 3.2. Issuance of Philhealth / MDR Certification

Philhealth / MDR Certificate is issued upon request of active employee which provides official confirmation of a person's membership in Philhealth, ensuring that they are eligible for healthcare benefits and coverage.

This service can be availed from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 1 hour and 40 minutes.

<b>Office or Division:</b>		Human Resource Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Active employees of PNCC		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Philhealth Certification and MDR	1.1. Interview the requesting employee	None	5 minutes	HR Staff
	1.2. Check the MDR record	None	10 minutes	HR Staff
	1.3. Process the Certification for Philhealth and MDR and forward to HR Head for approval / signature	None	20 minutes	HR Staff
	1.4. Approve and sign the certification	None	15 minutes	HR HEad
	1.5. Photocopy and release the approved certification and have the requesting employee acknowledge the receipt	None	10 minutes	HR Staff





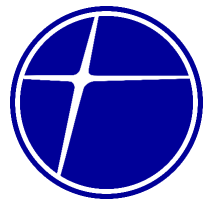
2. Receive the requested certification and fill out Client Satisfaction Measurement (CSM) form	2.1. Receive CSM form and file accordingly	None	30 minutes	<i>HR Staff</i>
TOTAL		None	1 hour and 30 minutes	

### 3.3. Review and Filing of Leave Applications

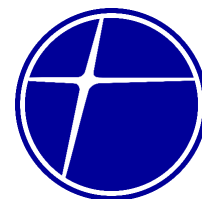
Leave of absence, for any employee other than serious illness of an employee or any member of his family, must be contingent upon the needs of service. The grant of vacation leave is discretionary on the part of the Department Head or authority concerned, thus mere filing of such leave application does not entitle an employee to go on leave outright.

This service can be availed from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 1 hour and 40 minutes.

<b>Office or Division:</b>		Human Resource Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Active employees of PNCC		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application for Vacation Leave Form duly approved by the Department Head Application for Sick Leave Form duly approved by the Department Head			HR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Leave Application (V/L or S/L)	1.1. Receive and check if it is approved by the Department Head. Check and verify the information contained in the	None	5 minutes	<i>HR Staff</i>



	leave application form			
2. Supply additional information needed	2.1. check the Leave balances of VL/SL in the ledger. Fill up the information needed in the VL/SL form. Notify the employee regarding his/her VL/SL balance. File the approved VL/SL form for reference purposes.	None	35 minutes	<i>HR Staff</i>
3. Fill out Client Satisfaction Measurement (CSM) form	3.1. Receive CSM form and file accordingly	None	30 minutes	<i>HR Staff</i>
TOTAL		None	1 hour and 10 minutes	

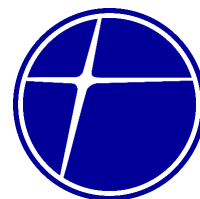


### 3.4. Online Filing of SSS Sickness Benefit

The sickness benefit is a daily cash allowance paid for the number of days a member is unable to work due to sickness or injury.

This service can be availed from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 1 hour and 40 minutes.

<b>Office or Division:</b>		Human Resource Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All active employees who sustained illness or injury		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
SSS Sickness Notification Form Medical Certificate 2 valid IDs			HR or from the Hospital Attending Physician	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the SSS Notification form	1.1. Receive the SSS Notification form Check and verify the submitted requirements if duly accomplished by the attending Physician	None	5 minutes	HR Staff
	1.2. Check the attachments (Medical Certificate, 2 valid IDs) If requirements are complete, forward to HR Head for signature	None	5 minutes	HR Staff
	1.3. Sign the SSS notification form	None	10 minutes	HR Staff
	1.4. Submit online duly approved SSS notification form to SSS website	None	30 minutes	HR Staff
<b>TOTAL</b>		None	50 minutes	



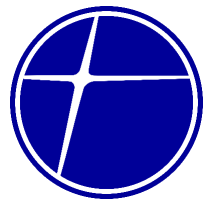
## 4. Legal Department

### 4.1. Contract Review

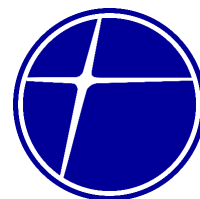
A legal comment or advice in writing which may be in a form of letter or a memorandum issued by the Legal Department to aid the requesting party regarding legal concerns.

This service can be availed from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 2 days.

<b>Office or Division:</b>		Legal Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNCC employees		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Accomplished CLD Service Request Form (SRF) Letter of request/memorandum for legal review Document subject for review and its supporting documents				Handed by requesting party/employee to Legal Department
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit memo or accomplished CLD SRF	1.1. Receive request and check supporting documents from the requesting party. Records the received request/document in the incoming logbook and tracking system, and endorses to the Head of Legal for his action.	None	10 minutes	<i>Legal Staff</i>
	1.2. Evaluate the documents subject for review and assigns the legal review of request/document to the Legal Officer	None	4 hours	<i>Department Head</i>



	1.3. Review the request / document through research and consultations; Drafts response (memo or letter), endorses to the Head of Legal for his approval	None	1	



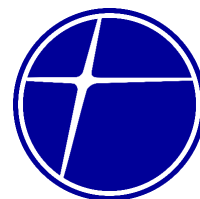
## 5. Materials Management Department

### 5.1. Procurement of Goods Through Cash Purchase (Simple)

Procurement of goods through cash purchase which may be needed in pursuit of any activity of the company.

This service can be availed from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 2 days.

<b>Office or Division:</b>		Material Management Department (MMD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNCC employees (End-user/Requisitioning Unit)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Purchase Request (PR) Form – duly approved by Department Head, with funds certification by Treasury Department and budget certification by Controllership Department			MMD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward PR to MMD for processing / sourcing	1.1. Receive PR and verify/check ABC and the item if qualified for Cash Purchase	None	20 minutes	<i>MMD Staff</i>
	1.2. Conduct sourcing of the items requested	None	1 day	<i>MMD Staff / Designated Purchaser</i>
	1.3. Request cash advance and service vehicle. Proceed to Supplier and purchase the items	None	1 day	<i>MMD Staff / Designated Purchaser</i>
	1.4. Forward the purchased items to the Receiving Unit (General Services / MIS) for Inspection and Acceptance Report (IAR) covering.	None	1 hour	<i>MMD Staff / Designated Purchaser</i>



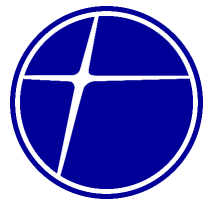
	1.5. Secure accomplished IAR and liquidate the cash advance	None	1 hour	<i>MMD Staff / Designated Purchaser</i>
2. Accomplish Client Satisfaction Measurement (CSM) form and submit to MMD	2.1. Receive CSM and file accordingly	None	10 minutes	<i>MMD Staff / Designated Purchaser</i>
TOTAL		None	2 days, 2 hours and 30 minutes	

## 5.2. Procurement of Goods Through Cash Purchase (Highly Technical)

Procurement of goods through cash purchase which may be needed in pursuit of any activity of the company.

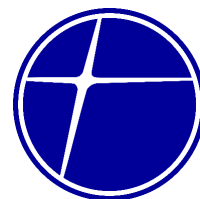
This service can be availed from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 2 days.

<b>Office or Division:</b>		Material Management Department (MMD)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNCC employees (End-user/Requisitioning Unit)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Purchase Request (PR) Form – duly approved by Department Head, with funds certification by Treasury Department and budget certification by Controllership Department			MMD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward PR to MMD for processing / sourcing	1.1. Receive PR and verify/check ABC and the item if qualified for Cash Purchase	None	20 minutes	<i>MMD Staff</i>



	1.2. Conduct sourcing of the items requested	None	10 days	<i>MMD Staff / Designated Purchaser</i>
	1.3. Request cash advance and service vehicle. Proceed to Supplier and purchase the items	None	1 day	<i>MMD Staff / Designated Purchaser</i>
	1.4. Forward the purchased items to the Receiving Unit (General Services / MIS) for Inspection and Acceptance Report (IAR) covering.	None	1 hour	<i>MMD Staff / Designated Purchaser</i>
	1.5. Secure accomplished IAR and liquidate the cash advance	None	1 hour	<i>MMD Staff / Designated Purchaser</i>
2. Accomplish Client Satisfaction Measurement (CSM) form and submit to MMD	2.1. Receive CSM and file accordingly	None	10 minutes	<i>MMD Staff / Designated Purchaser</i>
TOTAL		None	10 days, 2 hours and 30 minutes	



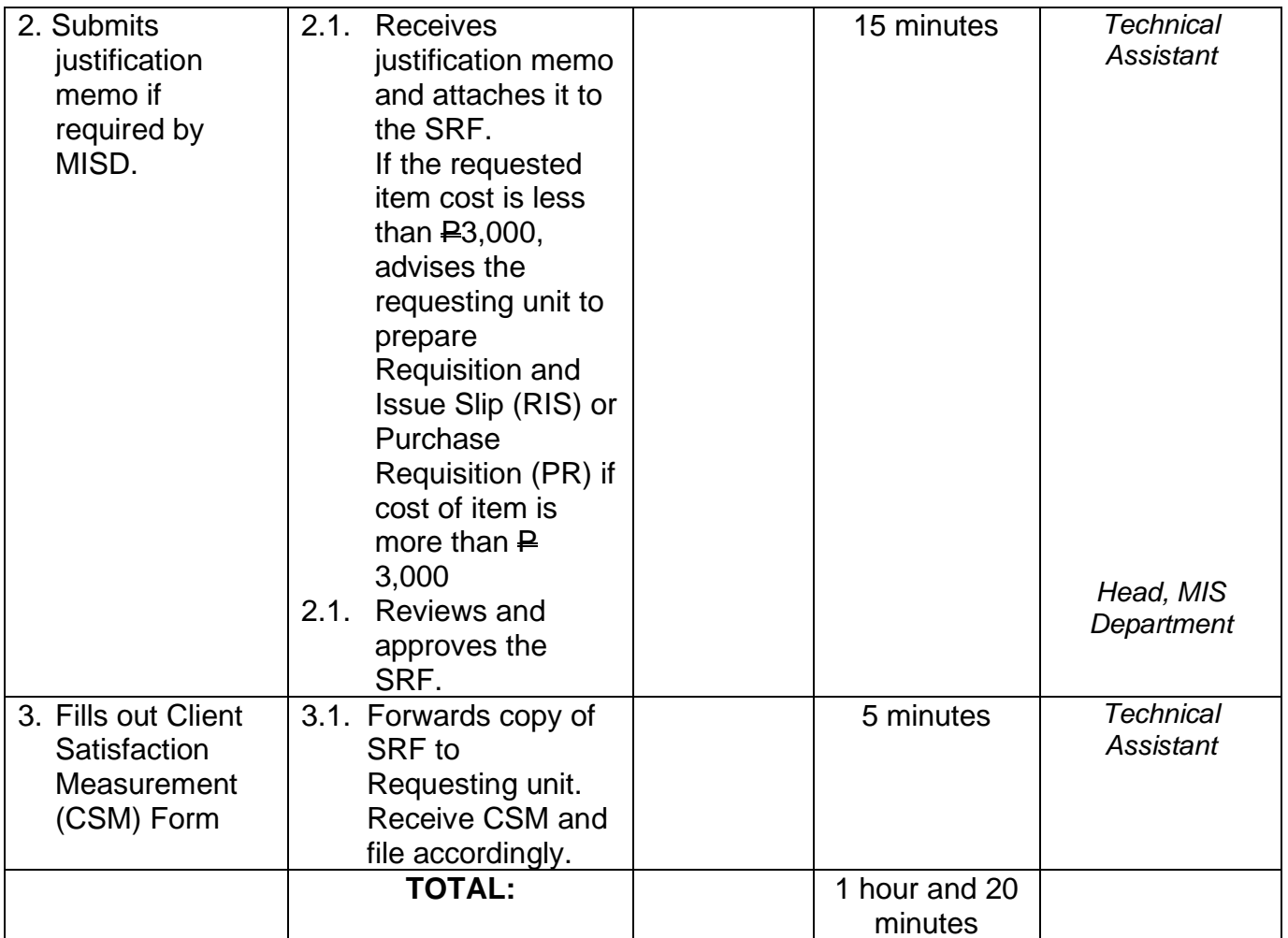


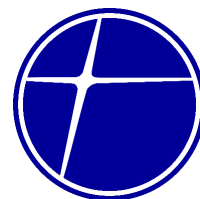
## 6. Management Information System Department (MIS)

### 6.1. Evaluation of ICT Requirements

Management Information System Department is responsible in providing IT technical assistance to employees by evaluating the ICT requirements of the organizational unit of PNCC.

<b>Office or Division:</b>		Management Information System Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNCC Employee		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Service Request Form (SRF) – 2 copies			MISD Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly approved SRF	1.1. Receives SRF and log the SRF. 1.2. Evaluates technical specification of the item being requested. 1.3. If technical specifications of the item being requested conforms usage, fills-out Action/Response of MIS portion of SRF.  If the requested item being requested does not conforms usage, requests justification memo from Requesting unit.	None	1 hour	<i>Technical Assistant</i>

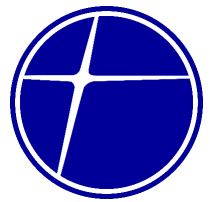




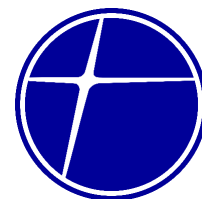
## 6.2. ICT Repairs and Technical Assistance

All damaged IT equipment and peripherals of PNCC that needs repair and requires restoration to keep the asset at its working condition are assessed and repaired by MIS Department as requested by its custodian. Preventive maintenance of all IT related resources is also performed by MISD as per schedule.

<b>Office or Division:</b>		Management Information System Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNCC employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Service Request Form (SRF) duly approved by the Department of Head of requesting employee			MISD Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits SRF together with the defective IT equipment	1.1. Receives, logs and assigns control number to SRF.	None	10 minutes	<i>Technical Assistant</i>
	1.2. Signs and approves SRF.		2 minutes	<i>Head, MISD</i>
	1.3. Assesses the condition of the referred ICT equipment. Determines if the unit is under warranty. If under warranty, advises the requesting unit to facilitate gate pass and forwards the unit to the concerned service provider. Proceed to Step 2.		2 days	<i>Technical Assistant</i>
	Otherwise, troubleshoot the unit.			



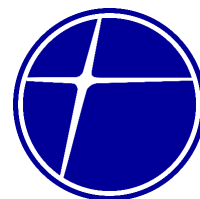
	<p>If the unit requires replacement of spare part, advises the Requesting unit to facilitate the purchase of spare part. Refer to Section 4.2.5. of Guidelines on ICT Repairs and Technical Assistance. Proceed to Step 2.</p> <p>If required spare part is available at MISD, replaces the spare part.</p>			
2. Acknowledges the repair of the defective unit and receives the repaired unit, accomplish Client Satisfaction Measurement Form (CSM) and submit to MISD	<p>2.1. Retains copy of SRF and file accordingly.</p> <p>2.2. Provides copy of SRF to Requesting unit.</p> <p>2.3. Receive CSM and file accordingly</p>	None	8 minutes	<i>Technical Staff</i>
	<b>TOTAL:</b>		2 days, 20 minutes	



### 6.3. Software Installation

PNCC employees may request technical assistance / troubleshooting of software installation.

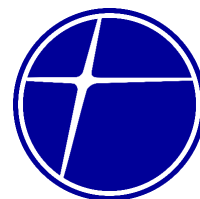
<b>Office or Division:</b>		Management Information System Department		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNCC Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Service Request Form (SRF) duly approved by the Department Head of requesting employee			Handed by requesting employee to MIS personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits SRF.	1.1. Receives, logs and assigns control number to SRF.	None	5 minutes	<i>Technical Assistant</i>
	1.2. Signs and approves SRF.		5 minutes	<i>Head, MIS Department Technical Assistant</i>
	1.3. Assesses the request and evaluate the need of the requesting employee for the requested software. Re-installs the software.		1 day	
2. Acknowledges the installation of the requested software by affixing signature in the SRF.	2.1. Retains copy of SRF and file accordingly.		5 minutes	<i>Technical Assistant</i>
	2.2. Provides copy of SRF to Requesting unit.			
	<b>TOTAL:</b>		1 day and 15 minutes	



## 6.4. Request for Posting to Website

PNCC employees may request for uploading of documents / information to the company website as required by regulatory agencies as compliance of the company.

<b>Office or Division:</b>		Management Information System Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNCC Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Service Request Form (SRF) duly approved by the Department Head of requesting employee			Handed by requesting employee to MIS personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits SRF.	1.1. Receives, logs and assigns control number to SRF.	None	5 minutes	<i>Technical Assistant</i>
	1.2. Signs and approves SRF.		5 minutes	<i>Head, MIS Department</i>
	1.3. Uploads the information to the company website.		2 hours	<i>Technical Assistant / Head, MIS Department</i>
2. Acknowledges the installation of the requested software by affixing signature in the SRF. Accomplish the Client Satisfaction Measurement (CSM) form and submit to MISD	2.1. Retains copy of SRF and file accordingly.		10 minutes	<i>Technical Assistant</i>
	2.2. Provides copy of SRF to Requesting unit.			
	2.3. Receive accomplished CSM form and file accordingly.			
	<b>TOTAL:</b>		2 hours and 20 minutes	

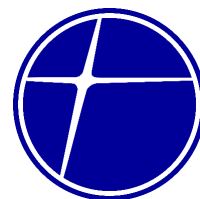


## 7. Security Office

### 7.1. Screening of Gate Pass

Gate Pass is issued to employees for them to pull-out the items for transfer to other location. This service can be availed from Monday to Thursday, 7:00 am to 5:00 pm except on non-working holidays. NO NOON BREAK.

<b>Office or Division:</b>		Security Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Government		
<b>Who may avail:</b>		All PNCC Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly approved gate pass			Security Guard – Main gate entrance	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit gate pass to guard on duty	1.1. Check the authenticity of the gate pass	None	2 minutes	<i>Security Guard Main gate entrance</i>
	1.2. Logbook the vehicle information of the employee	None	18 minutes	<i>Security Guard Main gate entrance</i>
TOTAL		None	20 minutes	



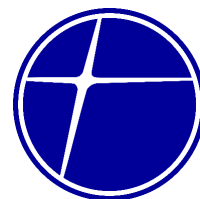
## 8. Treasury Department

### 8.1. Cash Collection with manual count

Acceptance of cash collections from PNCC employee for the services requested from PNCC or return of excess cash advances. This service can be availed from Monday to Thursday, 7:00 am to 5:00 pm except on non-working holidays. NO NOON BREAK.

<b>Office or Division:</b>		Treasury Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNCC employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Payment Advice			Concerned department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents the service charges, and return of excess cash advances	1.1. Check the details including the amount indicated in the advice forms in the service charges and excess cash advances	None	15 minutes	<i>MEF Analyst/ Collection</i>
2. Receives the Official Receipt	2.1. Cash count the bills before issuing the Official Receipt  Note: Denominations cash counted were the P500 & P1000 big bills.	None	5 minutes	<i>MEF Analyst/ Collection</i>
<b>TOTAL:</b>			20 minutes	

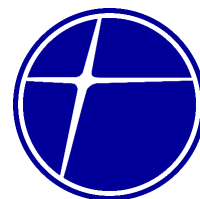




## 8.2. Cash Collection with money counter

Acceptance of cash collections from PNCC employee for the services requested from PNCC or return of excess cash advances. This service can be availed from Monday to Thursday, 7:00 am to 5:00 pm except on non-working holidays. NO NOON BREAK.

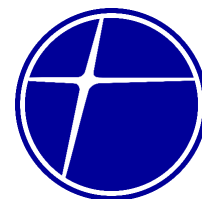
<b>Office or Division:</b>		Treasury Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNCC employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Payment Advice			Concerned department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents excess cash advances	1.1. Check the details including the amount indicated in the advice forms	None	5 minutes	<i>MEF Analyst/ Collection</i>
2. Receives the Acknowledgement Receipt	2.1. Manual and machine count the bills before issuing the Official Receipt  Note: Denominations cash counted were the P500 & P1000 big bills.	None	20 minutes	<i>MEF Analyst/ Collection</i>
<b>TOTAL:</b>			25 minutes	



### 8.3. Releasing of Petty Cash Advance

Temporary cash advances of employees paid out through the Petty Cash Fund for the non-regular expenses.

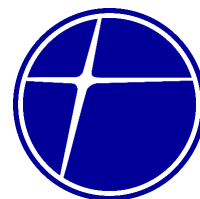
<b>Office or Division:</b>	Treasury Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PNCC employees; resident auditor from COA			
<b>CHECKLIST OF(PCV) REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Petty Cash Voucher signed and approved			From their own Departments for Controllership's processing	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents to the Cashier two copies of the Petty Cash Voucher (PCV)	1.1. Check the completeness of the form presented before affixing his signature as cash custodian, then pays out the amount	None	10 minutes	<i>MEF Analyst/ Disbursement</i>
2. Receives the cash from the Cashier	2.1. Requires the client to sign the acknowledgement portion	None	3 minutes	<i>MEF Analyst/ Disbursement</i>
3. Retains the original copy	3.1. Files the duplicate copy	None	2 minutes	<i>MEF Analyst/ Disbursement</i>
<b>TOTAL:</b>			15 minutes	



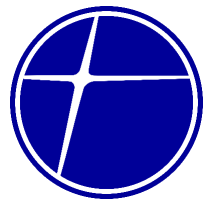
## 8.4. Releasing of Check

Release through checks of payables to PNCC employees

<b>Office or Division:</b>		Treasury Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Agency's own employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ID if applicable			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employee comes to the Cashier's window	1.1. Ask the need of the client.	None	2 minutes	<i>MEF Analyst/ Disbursement</i>
2. States the purpose re: cash advances	2.1. Retrieves the check from the file if applicable; then call out client to return to the Cashier's window. If check is not on hand, coordinates the payable with the concerned unit and informs client of its status.	None	3 minutes	<i>MEF Analyst/ Disbursement</i>
3. Returns to the Cashier's window	3.1. Present the CV for signature on the receipt portion then release the check	None	8 minutes	<i>MEF Analyst/ Disbursement</i>
	3.2. Files the CV	None	2 minutes	<i>MEF Analyst/ Disbursement</i>
<b>TOTAL:</b>			15 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback/complaints	<p>Fill out the Feedback Form / Complaint Form and drop it at the designated drop box located at the PNCC Bicutan Office</p> <p>You may email your feedback/complaint to <a href="mailto:pncc@pncc.ph">pncc@pncc.ph</a> or send letter to PNCC Complex, Km. 15 East Service Road, Bicutan, Paranaque City, 1700</p> <p>Contact info: 8846-0209 / 8846-2655</p>
How feedbacks/complaints are processed	<p>Every Thursday, the Security Officer together with designated HR personnel opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback/Complaint requiring answers are forwarded to the concerned offices and they are required to answer within three (3) working days from receipt of the feedback.</p> <p>NOTE : A working day is any day other than Friday, Saturday, Sunday or a day which is declared a national public holiday in the Philippines. In computing for the period, Article 13 of the New Civil Code shall be observed.</p> <p>The date of receipt of the complaint will be either:</p> <ol style="list-style-type: none"> <li>The day on which the complaint is physically filed with the Office of the President (OP), or electronically delivered to OP thru the official company email address; or</li> <li>If PNCC has requested the complainant for more details or attachment, the date on which the necessary detail/s is/are received.</li> </ol> <p>An exception to this will be where the complaint has been emailed to an absent employee, and this has generated an “out of office” message with instructions on how to re-direct the</p>



	<p>message to another contact. Where this is the case, the date of receipt will be the day the complaint arrives in the inbox of the contact.</p> <p>Should PNCC require further details or information regarding the complaint, then the 15 working days will commence the day after it receives the required details or information from the complainant. If no required details or information is received from the complainant after sixty (60) calendar days, the complaint shall be filed as “Unprocessed complaint”.</p> <p>All complaint/s which require further details or information shall be temporarily filed as “Pending Complaints”.</p>
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**List of Offices  
PNCC Head Office  
PNCC Complex, Km 15 East Service Road,  
Bicutan, Paranaque City**

Office of the Chairman	8822-5725
Office of the President	8846-0209
Management Information System Division	8846-2655
Treasury Division	8846-1072
Human Resource Division Office of the Head	8846-0741
Personnel Services Clinic Security Office General Services	8846-0521
Materials Management Division	8846-0546 / 88463414
Corporate Legal Division	8846-1196
Realty Management Division	8846-0209
Corporate Controllership Division	8846-1072

Approved : \_\_\_\_\_

  
President & CEO

Date :

26 MAR 2024