

RELEVANT INTERESTED PARTIES

Business Stakeholders (Interested Parties)	Type	Reason for Interest	Need and Expectation of Interested Parties	Need and expectation of Organization
Skyway Operations and Management Corporation (SOMCO)	E	Direct recipient of PNCC's manpower service	Timely provide quality service at low cost, quick response on any complain, follow all laws and requirements	Customer satisfaction, good and long-term working relationship
Real Property Lessees	E	Direct user of PNCC's real property/properties	Utilization of property, Quick response on any complain, follow all laws and requirements	Prompt collection of rental fees and proper use of property per agreed terms
Tollway Project Investors	E	Direct recipient of PNCC's Usufructs	Assignment of PNCC's Usufruct under PD 1894, follow all laws and requirements	Good and long-term relationship, sustainable economic terms
External Providers (Suppliers, Utilities providers, Contractors)	E	Provide supporting services or products to organization	Continuous orders, prompt payments as per agreed terms, good level and long-term working relationship	Provide products without defects and services without delay as per requirement
Office of the President of the Philippine (OP)	E	Supervising agency of PNCC	Compliance with administrative requirements and submission of reports, provides organization's direction/mandate	Approval of legal requirements for tollway development projects (such as STOA, Assignment of Usufruct, etc.)
Commission on Audit (COA)	E	Assesses compliance with auditing standards and internal controls	Compliance with audit requirements for submission of financial reports	Timely and fair audit reports

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Toll Regulatory Board (TRB)	E	Supervises and regulates the construction, operation, and maintenance of tollway facilities and regulates toll fees	Compliance with documentary requirements for tollway development projects	Objective evaluation and approval of proposed tollway development project and timely approval of legal requirements
Governance Commission for GOCCs (GCG)	E	Supervises PNCC pursuant to its mandate and functions under R.A. 10149	Submission of requirements in compliance with the provisions under R.A. 10149	Objection evaluation and/or approval of issues relating to its mandate
Government Service Insurance System (GSIS)	E	Cover the risk factor of the organization's vehicles and people	No claims, timely payment of insurance/bond premium	Timely payment of insured sum in case of any incident
Social Security System (SSS)	E	Provides protection to employees and their beneficiaries against the hazard of disability, sickness, maternity, old age, death and other contingencies resulting in loss of income and financial burden Provides financial facility	Compliance with legal requirements and payment of contributions	Prompt approval on application of benefits
Philippine Health Insurance Corporation (PHIC)	E			
PAG-IBIG	E			
Office of the Government Corporate Counsel (OGCC)	E	Provides legal services to PNCC, statutory legal counsel	Timely submission of legal documents required in the requested legal action, prompt remittance of service fees	Safeguard legal interests of the organization
Land Bank of the Philippines	E	Provides financial services to PNCC	Compliance with administrative requirement in regard financial services provided	High yield investments, security of organization's monies
Development Bank of the Philippines	E			

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Department of Labor and Employment (DOLE)	E	Protects the rights and welfare of workers	Compliance with requirements in regard labor laws and practices	Avoid labor cases against employees
Bureau of Internal Revenues (BIR)	E	Assesses and collect internal revenue taxes, fees and charges and enforces all forfeitures, penalties and fines connected therewith	Timely remittance of internal revenue taxes, timely submission of reportorial requirements	Avoid tax cases
Securities and Exchange Commission (SEC)	E	Supervises registered business entities	Timely compliance to reportorial requirements	Promotes business transparency
Philippine Stock Exchange (PSE)	E	Governs stock market and publicly-listed companies	Timely compliance to reportorial requirements	Promotes business transparency and good relationship with stockholders
Stockholders	E	Invest money in organization	Profitability, dividends, good financial and legal compliance	Good working atmosphere, develop and implement smooth business running policies
Philippine Statistics Authority (PSA)	E	Enforces policies, rules and regulations and coordinate government-wide programs governing the production of official statistics , general-purpose statistics , and civil registration services	Compliance with administrative requirement in regard statistics	Timely submission of required report
Certification Body	E	Assesses conformity of PNCC against ISO standard	Effective implementation of ISO standard will all relevant clauses in the organization	Customer recognize, competitive edge

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PNCC Board of Directors	I	Sets long-term goals and oversees the company	Implementation of objectives and policies	Sound policies and direction to foster long term business success
PNCC Employees	I	Responsible for realization of PNCC services	Continuation of job, timely wages with all applicable benefits, professional development and growth	Loyalty with organization, concentration on work, gives 100% output
CDCP Employees Savings and Loan (CESLA)	I	Provides financial facility to PNCC employees	Timely remittance of employees' contribution	Timely disbursement of loans

Legend: **TYPE – E – external**
I – internal