

CITIZEN'S CHARTER

2019

Approved by the PNCC Board on
July 17, 2019



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1966-2016

**PHILIPPINE NATIONAL
CONSTRUCTION CORPORATION**



PHILIPPINE NATIONAL CONSTRUCTION CORPORATION

CITIZEN'S CHARTER R.A. 9485 Anti-Red Tape Act 2007

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.

MISSION

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

CORE VALUES

Professionalism, Integrity, Commitment, Innovation, Excellence, Loyalty

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:
Inform us your feedback through the following:

Telephone numbers : 8463045 loc. 108/230, 8460209

Email : pncc@pncc.ph

Or visit us at : PNCC Complex, Km. 15 East Service Road, Bicutan,
Parañaque City

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by Receiving Officer. THANK YOU for helping us improve our services.

FRONTLINE SERVICES

What service?	Who may avail?	Where?	How long?	How much?
1. Receiving and Processing of Communications	Internal and External	Central Records	5 working days	
2. Issuance of Certificate of Employment, other Certification & Employment Record	Internal and External	Personnel Services Section	Maximum of 5 working days	
3. Application for SSS and PAG-IBIG Loan	Internal	Personnel Services Section	Maximum of 30 working days	
4. Filing of Complaints	Internal, External	Security Office	15 working days	

RECEIVING AND PROCESSING OF COMMUNICATIONS

Who may avail the Service :

Internal and External

Schedule of the Availability of Service:

Mon-Thu (7:00am-5:00pm), except non-working holidays.

Total/Maximum Duration of Process:

15 working days

How to Avail the Service

No.	Client	Action	Duration of Activity	Person in Charge (Office)	Fees	Form
1	Submits request, query, and other communication	Receives and records the communication and forwards it to concerned office	Within 10 minutes	Document Controller		
2		Records and refers the communication to the appropriate and concerned personnel a. If the received communication refers to request of information, follow the FOI Standard Procedure.	Within 24-hours	Document Controller		
3		Evaluates the communication, reviews the related documents, prepares the necessary recommendations or actions on the matter and submit the same to the Office of the President and CEO	Within 15 working days from receipt	Division Head and Personnel Concerned		
4		Signs the reply	Within 2 working days	President & CEO		
5		Forwards the signed reply to the DCC for recording	1 day	Document Controller		
6		Delivery to and receipt of receiving party		Concerned Office personnel		
7	Receives reply					

ISSUANCE OF CERTIFICATE OF EMPLOYMENT, OTHER CERTIFICATION & EMPLOYMENT RECORD

Who may avail the Service :

Former employees and incumbent employees

Schedule of the Availability of Service:

Mon-Thu (7:00am-5:00pm) except non-working holidays.

What are the Requirements:

1. Accomplished request form
2. Authorization Letter and ID of the requesting person *(if not able to come personally)*

Total/Maximum Duration of Process:

5 working days for simple and 10 working days for complex matters.

How to Avail the Service

No.	Client/Applicant	Action	Duration of Activity	Person in Charge (Office)	Fees	Form
1	Accomplish and submit request slip <i>(Present an authorization letter and ID of the requesting person if not able to come personally)</i>	Receives the duly filled out request slip and forward to the authorized employee	Within 10 minutes	Personnel staff		Request Form
2		Check the record of the requesting person to prepare the certification / employment record	Within 1 day if applicant is incumbent employee or within 5 days if applicant is former employee	Personnel staff		
3		Received the certification/employment record for signature		Head, Human Resource Division		Employment Certificate/ Employment Record
4		Forward signed Employment Certificate for releasing to authorized employee		Personnel staff		
5	Receives the Employment Certificate	Release the signed Employment Certificate		Personnel staff		

APPLICATION FOR SSS AND PAG-IBIG LOAN

Who may avail the Service :

Active Employees of PNCC

Schedule of the Availability of Service:

Mon-Thu (7:00am-5:00pm) except non-working holidays.

What are the Requirements:

1. Accomplished SSS or PAG-IBIG Loan Form
2. Payslip
3. Photocopy of 2 government IDs
4. For PAG-IBIG Loan, photocopy of ATM Card

Total/Maximum Duration of Process:

15 working days

How to Avail the Service

No.	Client/Applicant	Action	Duration of Activity	Person in Charge (Office)	Fees	Form
Manual Application						
1	Accomplish and submit SSS / PAG-IBIG Loan Application Form	Receives the duly filled out loan application form	Within 1 hour from receipt of application	Personnel staff		SSS / PAG-IBIG Application Loan Form
2		Check the completeness of the submitted application form and required documents		Personnel staff		
3		Forward the loan application form to authorized signatory		Head, Human Resource Division		SSS / PAG-IBIG Application Loan Form
4		Forward signed loan application form to appropriate agency Note : Applicant has the option to file the application personally to concerned agency or allow Employer representative to file in his stead	Every Wednesday of the Week	Personnel staff		
5	Receives the Loan proceeds, and loan voucher	Release the loan proceed (check) of the applicant and loan voucher	1 – 2 weeks depending on processing of concerned Agency	Personnel staff		
SSS Online Application						
1	Accomplish SSS Loan Application through SSS website for verification / certification of HR staff	Receives notification from applicant and certifies on-line application	Within 15 minutes depending on availability of internet connection	Personnel staff		
2	Receives the Loan proceeds and loan voucher	Release the loan proceed (check) of the applicant and loan voucher	1 – 2 weeks depending on processing of concerned Agency	Personnel staff		

FILING OF COMPLAINT

Who may avail the Service :
General Public, Employees

Schedule of the Availability of Service:
Mon-Thu (7:00am-5:00pm), no noon break, except non-working holidays.

What are the Requirements:

1. Accomplished Feedback or Complaint Form
2. Photocopy government ID of Complainant

Total/Maximum Duration of Process:
15 working days

How to Avail the Service

No.	Complainant	Action	Duration of Activity	Person in Charge (Office)	Fees	Form
1	Accomplish and submit Feedback/Complaint Form	Receives the duly filled out Feedback/Complaint form	Within 10 minutes	Security Officer		Feedback / Complaint Form
2		Receive the Feedback/Complaint Form Follow the Complaint Handling Procedure	Within 15 days	Security Officer		
3	Receive reply	Release the reply to the complaint filed		Security Officer		