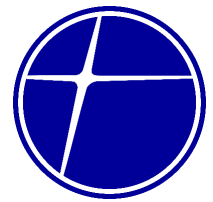


PHILIPPINE NATIONAL
CONSTRUCTION CORPORATION

CITIZEN'S CHARTER
2023 (1st 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.

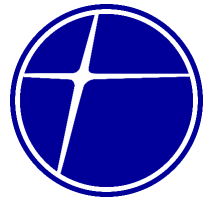
On March 31, 1977, **P.D. 1113** was issued granting Construction Development Corporation of the Philippine (CDCP), the 30-year franchise to construct, operate and maintain toll facilities in North Luzon Expressway (NLEX) and South Luzon Expressway (SLEX). Under this mandate, PNCC entered into a Joint 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. Quality Policy

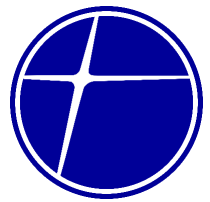
The PHILIPPINE NATIONAL CONSTRUCTION CORPORATION is committed to provide excellent services in the toll road business, realty management and manpower service to the full satisfaction of all its stakeholders.

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.



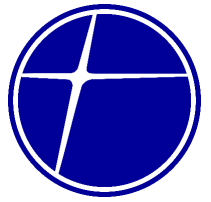
LIST OF SERVICES

Head Office – Bicutan

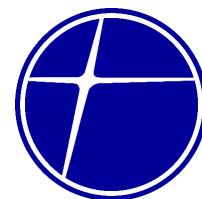
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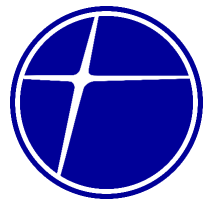
Head Office – Bicutan
External Services



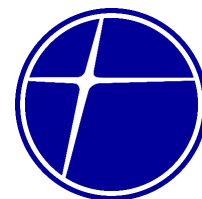
1. Receiving and Processing of Communications

PNCC will receive communications from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 4 working days.

Office or Division:	Document Control Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits request, query and other communication	1.1.1 Receives and records the communication and forwards it to the concerned office		10 minutes	<i>Document Controller Document Control Center (DCC)</i>
	1.1.2 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 DCC</i>
	1.1.3 Evaluates the communication, reviews the related documents, prepares necessary recommendations or actions on the matter and submit	None	3 days from receipt	<i>Division Head and Concerned Personnel</i>



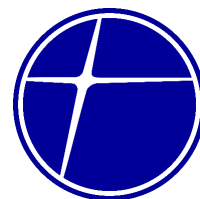
	the same to the Office of the President and CEO (OP)			
	1.1.4 Signs the reply	None	30 minutes	<i>President & CEO</i>
	1.1.5 Forwards the signed reply to the DCC for recording	None	1 day upon receipt from the OP	<i>Document Controller DCC</i>
	1.1.6 Delivery to and receipt of receiving party	None		
1.2 Receives reply and accomplish Client Satisfaction Measurement				
	TOTAL:		4 days, 50 minutes	



2. Issuance of Certificate of Employment, other Certification & Employment Record

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 4 working days.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former employees of PNCC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished request form			Human Resource Division (HRD)	
Authorization Letter (from the former employee if not able to come personally)				
If request is for deceased former employee, death certificate of employee and proof of relation with the deceased				
Valid ID of the requesting person				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Accomplish and submit request slip	2.1.1 Receives the duly filled out request slip and requirements then forwards to the authorized personnel	None	<u>30 minutes</u>	<i>Personnel Staff</i> HRD
	2.1.2 Checks the record of the requesting person to prepare the certification / employment record	None	<u>3 working days</u>	<i>Personnel Supervisor</i> HRD
	2.1.3 Receives the certification/employment record for signature	<u>₱50 per copy</u>	<u>1 hour</u>	<i>HRD Head</i>
	2.1.4 Forwards the signed Employment Certificate for releasing	None		<i>Personnel Supervisor</i> HRD

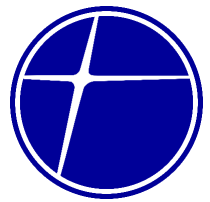


2.2 Receives the Employment Certificate and accomplish Client Satisfaction Measurement				
	TOTAL:	<u>₱50 per copy</u>	<u>3 days, 90 minutes</u>	

3. Filing of Complaint

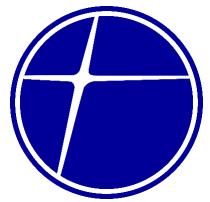
If you are not satisfied with our service you may file your complaint from Monday to Thursday, 7:am to 5:00 pm, except on non-working holidays. Maximum duration of process is 15 working days.

Office or Division:		Human Resource Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished feedback or complaint form			Security Office	
Photocopy of government-issued ID of the Complainant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 Accomplish and submit Feedback/Complaint Form	3.1.1 Receives the duly filled out Feedback/Complaint Form	None	<u>30</u> minutes	<i>Security Officer HRD</i>
	3.1.2 Follow the Complaint Handling Procedure	None	15 <u>working</u> days	
3.2 Receives reply and accomplish Client Satisfaction Measurement	3.2.1 Release the reply to the complaint filed	None		
	TOTAL:		15 <u>working</u> days, <u>30</u> minutes	

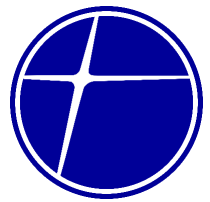


FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback/complaints</p>	<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 pncc@pncc.ph or send letter to PNCC Complex, Km. 15 East Service Road, Bicutan, Paranaque City, 1700</p> <p>Contact info: 8846-3045 loc. 230</p>
<p>How feedbacks/complaints are processed</p>	<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"> a. 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 b. If PNCC has requested the complainant for more details or attachment, the date on which the necessary detail/s is/are received. <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 / 8846-2655 8821-0160 (Facsimile)
Management Information System Division	8846-0209
Treasury Division	
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 : _____
ORIGINAL SIGNED
President & CEO

Date :