

# **NATIONAL TRANSMISSION CORPORATION**

CITIZEN'S CHARTER (2<sup>ND</sup> REVISION: AUGUST 1, 2016)

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**DEPARTMENT/DIVISION CONCERNED: *FINANCE DEPARTMENT***

**FRONTLINE SERVICE: ACCEPTANCE OF PAYMENT / ISSUANCE OF OFFICIAL RECEIPT (OR)/ACKNOWLEDGEMENT RECEIPT (AR)**

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**SCHEDULE FOR ACCEPTANCE OF PAYMENT/ISSUANCE OF OR/AR:**

MONDAY – FRIDAY, 8:00AM – 5:00PM

**REQUIRED DOCUMENTS FOR ACCEPTANCE OF PAYMENT/ISSUANCE OF OR/AR: PAYMENT ORDER FORM**

**MODE OF PAYMENT: CASH, MANAGER'S CHECK OR CORPORATE CHECK**

**A. PAYMENT THROUGH THE TRANSCO CASHIER**

1. STATEMENT OF ACCOUNT AND/OR BILLING
2. PAYMENT ORDER FORM
3. CASH, MANAGER'S CHECK/CORPORATE CHECK

**B. PAYMENT THROUGH THE BANKS**

1. STATEMENT OF ACCOUNT AND/OR BILLING
2. COPY OF DEPOSIT SLIP

**DURATION: 40 MINUTES**

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**How to Avail of the Service:**

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
	APPLICANT/ CLIENT	SERVICE PROVIDER				
<b>A.1</b>	FILLS-UP THE PAYMENT ORDER FORM	RECEIVES/REVIEWS THE DOCUMENTS SUBMITTED	WITHIN 5 MINUTES		NONE	PAYMENT ORDER FORM
<b>A.2</b>	PRESENTS THE PAYMENT ORDER FORM TOGETHER WITH THE REQUIRED DOCUMENTS TO THE CASHIER	ISSUES THE OFFICIAL RECEIPT FOR Vatable PAYMENTS / ACKNOWLEDGEMENT RECEIPT FOR NON-Vatable PAYMENTS	WITHIN 10 MINUTES	CASHIER/SR. FINANCIAL ANALYST	NONE	PAYMENT ORDER FORM AND OFFICIAL RECEIPT/ ACKNOWLEDGEMENT RECEIPT FORM
<b>A.3</b>	RECEIVES THE OFFICIAL RECEIPT/ ACKNOWLEDGEMENT RECEIPT	SEPARATES THE DUPLICATE COPIES OF THE OR/AR FOR COA AND ACCOUNTING	WITHIN 5 MINUTES	CASHIER/SR. FINANCIAL ANALYST	NONE	PAYMENT ORDER FORM AND OFFICIAL RECEIPT/ ACKNOWLEDGEMENT RECEIPT
<b>B.1</b>	THE PAYEE/ CUSTOMER SENDS COPY OF THE DEPOSIT SLIP AND STATEMENT OF ACCOUNT	VERIFIES THE DEPOSIT AGAINST THE BANK SNAP SHOTS OR PASSBOOK	WITHIN 10	SR. FINANCIAL ANALYST/SR. FINANCIAL		

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	TO TRANSco (THROUGH FAX/E-MAIL OR HAND CARRIED)		MINUTES	SPECIALIST B	NONE	
<b>B.2</b>	THE CUSTOMER/ OR EMPLOYEE IN CHARGE FILLS UP THE PAYMENT ORDER FORM AND PRESENTS TO THE CASHIER	ISSUES THE OFFICIAL RECEIPT FOR Vatable PAYMENTS / ACKNOWLEDGEMENT RECEIPT FOR NON-Vatable PAYMENTS	WITHIN 5 MINUTES		NONE	PAYMENT ORDER FORM
<b>B.3</b>	RECEIVES THE OFFICIAL RECEIPT	SEPARATES THE DUPLICATE COPIES OF THE OR/AR FOR COA AND ACCOUNTING	WITHIN 5 MINUTES	CASHIER/SR. FINANCIAL ANALYST	NONE	PAYMENT ORDER FORM AND OFFICIAL RECEIPT/ ACKNOWLEDGEMENT RECEIPT