

NATIONAL TRANSMISSION CORPORATION

CITIZEN’S CHARTER (2ND REVISION: AUGUST 1, 2016)

DEPARTMENT/DIVISION CONCERNED: *GENERAL SERVICES DIVISION*
FRONTLINE SERVICE: *TRANSco DORMITORY ACCOMMODATION*

SCHEDULE OF TRANSACTION: MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM

WHO CAN AVAIL THE SERVICE:

1. TRANSco EMPLOYEES
2. NGCP AND OTHER EMPLOYEES OF THE ENERGY FAMILY SECTOR
3. EMPLOYEES’ IMMEDIATE FAMILY MEMBERS, PRIVATE INDIVIDUALS AND GROUPS AS ENDORSED BY TRANSco EMPLOYEES

REQUIRED DOCUMENTS:

FOR AVAILEES UNDER ITEMS 1 & 2

- A. TRAVEL ORDERS/OFFICE ORDERS/TRIP TICKET
- B. LETTER OF AUTHORITY (LOA)

FOR AVAILEES UNDER ITEM 3

- A. ENDORSEMENT/REQUEST LETTER
- B. LETTER OF AUTHORITY (LOA)

HOW TO AVAIL THE SERVICE:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
	APPLICANT/CLIENT	SERVICE PROVIDER				
1	SECURES LETTER OF AUTHORITY (LOA) FOR ACCOMMODATION AND FILLS OUT THE FORM TO BE SIGNED BY THE AUTHORIZED SIGNATORIES OF THE	SCHEDULES BOOKING	ALL REQUESTS SHALL BE ARRANGED AT LEAST ONE (1) WEEK PRIOR TO CHECK-IN	CLINTON CABIGTING	EXECUTIVE ROOM – P1,000/DAY DOUBLE -P1,400/DAY/ PERSON OR P700/BED/DAY QUINTET –	LOA

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	PARTY CONCERNED				P2,000/ROOM/ DAY OR P400/ BED/DAY	
2	SUBMITS THE DULY SIGNED FORM TOGETHER WITH TRAVEL ORDERS/TRIP TICKETS EITHER THRU FAX OR PHONE CALLS WHICHEVER IS AVAILABLE FOR IMMEDIATE RESPONSE RESULT.	ACCEPTS THE FORM, REVIEWS THE NECESSARY ATTACHMENT, VALIDATES THE ENTITLEMENT OF THE REQUESTING PERSONNEL AND CHECKS THE AVAILABILITY OF ROOMS FOR ACCOMMODATION	15-20 MINUTES UPON RECEIPT OF THE REQUEST FORM	CLINTON CABIGTING 981-2672		
3	NOTE: REQUESTING PARTY SHALL ALSO BE RESPONSIBLE IN MAKING FOLLOW-UP OF STATUS OF REQUESTS.	PROVIDES FEEDBACK EITHER THRU PHONE CALLS / FAX, AND/OR SIGNING OF THE FORM. ACCEPT OR DENY RESERVATION	FEEDBACK SHALL BE WITHIN THE DAY UPON RECEIPT OF THE REQUEST FORM	CLINTON CABIGTING 981-2672		
4	UPON CHECK- IN FOR ACCEPTED RESERVATIONS, GUEST PRESENTS LOA AND ID	AFTER VERIFICATION, FRONT DESK OFFICER REQUESTS THAT STANDARD FORM BE FILLED-UP. FRONT	CHECK IN TIME, 10-15 MINUTES	CLINTON CABIGTING		REGISTRATION CARDS, ROOM CHECKLIST

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	IF NECESSARY, FOR VALIDATION /IDENTIFICATION PURPOSES.	DESK OFFICER DIRECTS GUEST HIS ROOM ASSIGNMENT.		9981-2672		FORMS
5	FOR UNARRANGED BOOKING, GUEST PROVIDES AUTHORIZED TRAVEL ORDERS FOR IDENTIFICATION AND AUTHORITY, IF APPLICABLE.	FRONT DESK OFFICER VALIDATES ROOM AVAILABILITY; IF NONE, TRANSCO EMPLOYEES ARE ENDORSED TO ACCREDITED HOTELS IN THE VICINITY; WHEREAS FOR NON-TRANSCO PERSONNEL HOTEL BOOKING ARRANGEMENT IS THE RESPONSIBILITY OF THEIR RESPECTIVE OFFICES.	BOOKING IN ACCREDITED HOTELS SHALL BE ARRANGED WITHIN 30 MINUTES UPON ARRIVAL.	CLINTON CABIGTING 981-2672	EXECUTIVE ROOM P1,000/DAY DOUBLE – 1,400/DAY/ PERSON OR P700/BED/DAY QUINTET – P2,000/ROOM/ DAY OR P400/BED/DAY	
		UPON GUEST CHECK- OUT, FRONT DESK OFFICER ISSUES A CHARGE SLIP FOR	-10 MINUTES PRIOR TO CHECK	CLINTON CABIGTING		

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		REVIEW, SIGNATURE/ ATTESTATION OF THE GUEST. THIS SHALL BE THE BASIS FOR CHARGING; WHETHER PERSONAL ACCOUNT OR DEBIT MEMO.	-OUT	9981-2672		
6	REVIEWS, VALIDATES, ACCEPTS OR GIVES COMMENT ON CHARGE SLIP ISSUED.		10-15 MINUTES PRIOR TO CHECK -OUT	CLINTON CABIGTING 981-2672		CHARGE SLIP FORM, ORDER PAYMENT FORMS
7	FOR PERSONAL ACCOUNT, PAYS THE NECESSARY BILLING TO TRANSCO CASHIER	FRONT DESK ISSUES PAYMENT ORDER TOGETHER WITH THE DULY SIGNED CHARGE SLIP FOR GUEST PAYMENT DIRECTLY TO CASHIER	5-20 MINUTES UNTIL PAYMENT.	CLINTON CABIGTING 981-2672		
8	GUEST PRESENTS OFFICIAL RECEIPT OF PAYMENT PRIOR TO CHECK-OUT	CHECKS, PHOTOCOPIES PAYMENT OR FOR RECORD KEEPING AND LOGS GUEST CHECK OUT	-10 MINUTES	CLINTON CABIGTING		

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				981-2672		
9	FOR GUEST ON OFFICIAL TRAVEL, ACKNOWLEDGES/ ATTESTS CHARGE SLIP TO SUPPORT ISSUANCE OF DEBIT MEMO TO BE FORWARDED TO THEIR RESPECTIVE OFFICES.	TRANSCO ISSUES DEBIT MEMO TO OFFICES WITH DEBIT MEMO ARRANGEMENT WITH TRANSCO DORMITORY FOR THEIR RESPECTIVE EMPLOYEES ON OFFICIAL BUSINESS TO FACILITATE PAYMENT.	-2 DAYS EVERY 15 TH AND 30 TH OF THE MONTH.	CLINTON CABIGTING 981-2672	EXECUTIVE ROOM P1,000/DAY DOUBLE - 1,400/DAY/ PERSON OR P700/BED/DAY QUINTET - P2,000/ROOM/ DAY OR P400/BED/DAY	DEBIT MEMO FORM