

**NATIONAL TRANSMISSION CORPORATION**

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

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**DEPARTMENT/DIVISION CONCERNED: *GENERAL SERVICES DIVISION***  
**FRONTLINE SERVICE: *ISSUANCE OF PURCHASE ORDER AND DELIVERY***

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**SCHEDULE:**

UPON ISSUANCE OF NOTICE OF AWARD

TIME: 8:00AM-5:00 PM WITH NOON BREAK (WEEKDAYS ONLY)

**EXTERNAL CUSTOMERS WHO AVAILS OF THE SERVICE:**

WINNING BIDDERS/SUPPLIERS

**REQUIRED DOCUMENTS:**

1. ORIGINAL PURCHASE ORDER (PO)
2. ORIGINAL INVOICE
3. CERTIFICATE OF WARRANTY
4. DELIVERY RECEIPT (DR)
5. CERTIFICATE OF TRAINING (IF REQUIRED)

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**HOW TO AVAIL THE SERVICE:**

STEP	ACTIVITY		DURATION OF	PERSON-IN-		
	APPLICANT/CLIENT	SERVICE PROVIDER	ACTIVITY	CHARGE	FEES	FORM
<b>1</b>		ISSUES NOTICE OF AWARD (NOA) TO WINNING BIDDER/SUPPLIER	5 MINUTES	EILEEN C. ARGAÑOZA  902-1523	NONE	NOA
<b>2</b>	SUBMITS PERFORMANCE SECURITY BOND (IF APPLICABLE)  <P100,000 – NO BOND  >P100,000 EXCEPT FOR SHOPPING AND NEGOTIATED PROCUREMENT (SMALL VALUE) MODE OF PROCUREMENT	PRELIMINARY REVIEW OF BOND ACCEPTABILITY	15 MINUTES	EILEEN C. ARGAÑOZA  902-1523	FORM OF SECURITY & AMOUNT: 1. CASH OR CASHIER'S/MANAGER'S CHECK ISSUED BY A UNIVERSAL OR COMMERCIAL BANK - FIVE PERCENT (5%) 2. BANK DRAFT/GUARANTEE OR IRREVOCABLE LETTER OF CREDIT ISSUED BY A UNIVERSAL OR COMMERCIAL	APPLICABLE FORM

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					<p>BANK;          PROVIDED,          HOWEVER, THAT          IT SHALL BE          CONFIRMED OR          AUTHENTICATED          BY A          UNIVERSAL OR          COMMERCIAL          BANK, IF ISSUED          BY A FOREIGN          BANK - FIVE          PERCENT (5%)</p>	
					<p><b>3.</b> SURETY BOND          CALLABLE UPON          DEMAND ISSUED          BY A SURETY OR          INSURANCE          COMPANY DULY          CERTIFIED BY          THE INSURANCE          COMMISSION AS          AUTHORIZED TO          ISSUE SUCH          SECURITY -</p>	

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					THIRTY PERCENT (30%)	
<b>3</b>	RECEIVES ORIGINAL PO/ NOTICE TO PROCEED (NTP)	ISSUES ORIGINAL PO/ NOTICE TO PROCEED (NTP)	5 MINUTES	EAILEEN C. ARGAÑOZA  902-1523  ROGELIO M. MABULAY, JR.  902-1521	NONE	PO/ADDITIONAL TERMS AND CONDITIONS AND NOTICE TO PROCEED (NTP)
<b>4</b>	DELIVERS ITEMS PER PO SUBMITS ORIGINAL PO, INVOICE AND CERTIFICATE OF WARRANTY (IF APPLICABLE)	RECEIVES DELIVERED ITEM	30 MINUTES	MARIBETH T. JAVILLO  902-1500 LOC. 1605	NONE	
<b>5</b>		CHECKS THE CONFORMITY AND TESTS DELIVERED ITEM PREPARES THE CERTIFICATE OF ACCEPTANCE	1 HOUR	CONCERNED END-USER	NONE	CERTIFICATE OF ACCEPTANCE
<b>6</b>		SUBMITS THE CERTIFICATE OF ACCEPTANCE TO GSD	5 MINUTES	CONCERNED END-USER	NONE	CERTIFICATE OF ACCEPTANCE
<b>7</b>		PREPARES INSPECTION & RECEIVING REPORT (IRR)	10 MINUTES	MARIBETH T. JAVILLO	NONE	IRR

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		AND DISBURSEMENT VOUCHER (DV)		902-1500 LOC. 1605		DV
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