

NATIONAL TRANSMISSION CORPORATION

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

DEPARTMENT/DIVISION CONCERNED: *RIGHT-OF-WAY & LAND MANAGEMENT SERVICES DEPARTMENT*

FRONTLINE SERVICE: RIGHT-OF-WAY (ROW) CLAIMS PROCESS

SCHEDULE OF AVAILABILITY OF SERVICE:

MONDAY – FRIDAY

8:00 A.M. – 5:00 P.M.

EXTERNAL CUSTOMERS:

LANDOWNERS (OR THEIR AUTHORIZED REPRESENTATIVES OR LAWYERS)

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE/ LOCATION	FEES	FORM
	APPLICANT/CLIENT	SERVICE PROVIDER				
1.	LANDOWNER (OR THROUGH ATTORNEY-IN-FACT (AIF)/LAWYER), LANDOWNER SENDS	STAMPS ON THE DAY IT IS ACTUALLY RECEIVED.		RENE YANGSON	N/A.	WRITTEN LETTER-REQUEST / DEMAND TO BE PAID JUST COMPENSATION FOR PROPERTY AFFECTED BY TRANSMISSION

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	APPLICANT/CLIENT	SERVICE PROVIDER				
	WRITTEN LETTER TO TRANSCO			TEL No. (02) 441-1057		LINES/FACILITIES, TOGETHER WITH SUPPORTING DOCUMENTS (I.E., (1.) TRANSFER CERTIFICATE OF TITLE (TCT)/ ORIGINAL CERTIFICATE OF TITLE (OCT); (2.) TAX DECLARATION; (3.) OTHER PROOFS OF OWNERSHIP; (4.) SURVEY/SKETCH PLAN/TECHNICAL DESCRIPTION; AND (5.) OTHER DOCUMENTS RELEVANT TO THE CLAIM. LANDOWNER MUST INDICATE CONTACT NUMBERS IN THE LETTER (TELEPHONE/CELLULAR PHONE NUMBERS) FOR PURPOSES OF REGULAR UPDATE OF CLAIM'S STATUS.
2.		AFTER INITIAL VERIFICATION OF THE CLAIM BY CONCERNED	5 CALENDAR	ROW OFFICER;		

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		ROW OFFICER, EITHER (1) ASSIGNED ROW OFFICER PREPARES ACKNOWLEDGEMENT LETTER OR (2) BERNARDO SABADO/IRENE CORPUS PREPARES ACKNOWLEDGEMENT LETTER (FOR SIGNATURE OF ATTY. JOSE JESUS P. MORENO), AS THE CASE MAY BE, WITH NOTICE ON ACTION TAKEN TO BE SENT TO LANDOWNER WITHIN THE 15 CALENDAR DAYS PERIOD.	DAYS.	BERNARDO SABADO/IRENE CORPUS TEL No. (02) 981-2745		
		REQUESTS FOR SUBMISSION				

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.3		<p>OF COMPLETE DOCUMENTS SUPPORTING CLAIM (I.E., TCT/OCT, TAX DECLARATION, OTHER PROOFS OF OWNERSHIP, SURVEY/SKETCH PLAN/TECHNICAL DESCRIPTION, ETC.), INCLUDING LANDOWNER'S CONTACT NUMBER(S);</p> <p>AND/OR</p> <p>INFORMS LANDOWNER THAT CLAIM IS FOR VALIDATION/RESEARCH BY ROW OFFICER;</p>				

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		OR DENIES CLAIM FOR THE FOLLOWING REASONS, AMONG OTHERS: A. PROPERTY IS NOT AFFECTED; B. CLAIMANT APPEARS NOT TO BE TRUE OWNER; C. CLAIMANT OR PREDECESSOR-IN-INTEREST HAS ALREADY BEEN PAID; D. THERE ARE EXISTING ROW DOCUMENTS TO PROVE NPC/TRANSCO'S				

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		LEGITIMATE OCCUPATION/POSSESSION OF THE PROPERTY.				
4.	LANDOWNER RECEIVES CALL FROM ROW OFFICER CONCERNED OR FROM BERNARDO SABADO/IRENE CORPUS.	RLMSD CALLS LANDOWNER THRU CONTACT NUMBER TO GIVE PERIODIC UPDATE ON CLAIM'S STATUS OR TO FOLLOW-UP ON SUBMISSION OF COMPLETE DOCUMENTS.		BERNARDO SABADO / IRENE CORPUZ	.N/A	RLMSD PERIODIC UPDATE.